

ANALYSIS OF THE USE OF I-NINDYA DIGITAL WORKPLACE IN THE MAILING SYSTEM AT PT X

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Abstract

This research was conducted with the aim of finding out the use of the application, the effectiveness of the application, as well as the barriers that occur in using the mailing system in the I-Nindya Digital Workplace application. This research design uses qualitative research with a case study approach to provide a comprehensive overview of the use of the I-Nindya Digital Workplace application in the mailing system. The research sample selection technique uses a non-probability sampling method with a purposive sampling method. Data collection techniques were carried out using several methods, namely observation, interviews and documentation. Meanwhile, data validity techniques were carried out using the triangulation method. The results of this research indicate that the use of I-Nindya Digital Workplace in the correspondence system has not been fully implemented in a systematic manner. The effectiveness of using the I-Nindya Digital Workplace application is effective and quite satisfactory in helping to make correspondence work easier. However, this application has not been used optimally by all human resources in the company. Barriers to using I-Nindya Digital Workplace in the mail system are caused by human resource factors and features in the application. One solution to overcome these barriers is to carry out routine application maintenance. Therefore, it is hoped that the results of this research can provide suggestions and input regarding the use of I-Nindya Digital Workplace in the mailing system for future improvements.

Keywords: Digital Workplace; E-Office; Mailing System; Effectiveness; Barriers.

1. Introduction

As time and technology develop, there have been many significant changes in daily activities. These changes involve almost all aspects of life, one of which is technological developments in the world of work. Currently, many companies have started using E-Office to support administrative activities in the office. E-Office itself is a phenomenon that describes digital transformation in administrative management and work processes in various sectors (Rahmadini et al., 2023). In this era of information technology development, using E-Office is the right solution to face modern challenges that are increasingly developing rapidly. One of the benefits of implementing E-Office is that it can increase effectiveness in a company's correspondence activities. However, the shortcomings contained in using E-Office can hinder the process of these activities.

The company that has implemented E-Office is PT X. The E-Office is called I-Nindya Digital Workplace which was developed to carry out digital correspondence and archiving, share company information, monitor Key Performance Indicators (KPI), as well as Knowledge Management System (KMS) and Document System features. Based on the results of the researcher's observations, the implementation of E-Office in the internal correspondence process in the office has been implemented. However, its use is still not optimal. In this case, researchers have conducted a pre-research survey by distributing questionnaires regarding the use of I-Nindya Digital Workplace in the mailing system at PT X with a total of 15 respondents. From the results of this pre-research, it is known that as many as 20% said they "strongly agree", 46.7% said they "agree", and 33.3% said they "disagree" that the use of I-Nindya Digital Workplace as a mailing system has been running effectively. It can be concluded that the majority of respondents stated that the use of I-Nindya Digital Workplace as a mailing system has worked quite well. So, the e-office application must be further improved so that its use is more effective.

Based on the background of the problem that has been described, the researcher is interested in further analyzing the use of the E-Office mailing system in research entitled "**Analysis of the Use of I-Nindya Digital Workplace in the Mailing System at PT X**".

2. Literature Review

2.1 Correspondence and Letter

Correspondence is often also called correspondence activity. According to Setiawan et al. (2020), correspondence is an activity to communicate in writing using letters as the medium. Meanwhile, correspondence according to Anjarini et al. (2022) is a written communication tool created with certain requirements that apply to correspondence. According to Wursanto, letters are a means of communication used to convey written information by one party to another party (Arifin et al., 2020). The function of the letter includes notification, request, reminder and written evidence. Meanwhile, according to Anjarini et al. (2022), letters have a function as a communication tool and also as documentation or written evidence.

Letters are divided into two, namely incoming letters and outgoing letters. Incoming mail is all types of mail received by agencies, companies or individuals, whether received by post or courier using a delivery book. Meanwhile, outgoing letters are letters sent from agencies, companies or individuals containing information regarding orders, notifications or other information (Asyari & Ramadhani, 2021). Procedures for managing incoming mail usually

include grouping letters, opening letters, checking letters, recording letters, and distributing letters. Meanwhile, managing outgoing letters usually includes creating concepts, approving concepts, understanding letters, assigning numbers, compiling letters, and sending letters (Nurmansyah & Yuliani, 2021).

Based on the explanation above, it can be concluded that correspondence and letters are related to each other. Correspondence can be interpreted as activities in correspondence, while letters are defined as the media used in correspondence activities. Incoming and outgoing mail have different management procedures. So expertise and precision are needed in managing the letter.

2.2 Electronic Office (E-Office)

According to Dewandaru (2013), Electronic in E-Office can be interpreted as meaning that all work related to office administration is done electronically using the help of communication tools and information systems. Meanwhile, according to Subari et al. (2020), Electronic Office is a term designed to cover the increasing use of computer-based information technology for office work. Meanwhile, according to Khairunnisa & Roni (2022), E-Office is an application created through web-based information technology which functions to manage manuscripts electronically.

Based on the definition above, it can be concluded that E-Office is a computer-based information technology system that is used to facilitate office administration work. Implementing E-Office in a company will really help employees to be able to complete work such as managing files, writing letters and other tasks. Thus, it allows employees to complete their work more effectively and efficiently (Narsen & Sugiarto, 2022).

2.3 Understanding and Indicators of Works Effectiveness in Using E-Office

According to Meianto et al. (2022) effectiveness shows a company's ability to achieve targets that have been set precisely. Achieving predetermined targets and applicable measures and standards indicates that a company has paid attention to the effectiveness of its operations. Meanwhile, according to Siagian, work effectiveness means completing work on time as previously determined (Wulandari & Simon, 2019). So, it can be concluded that effectiveness is a result related to achieving the tasks and goals of an organization or particular program.

Indicators for measuring work effectiveness according to Richard and Steers consist of adaptability, work performance and job satisfaction (Rahmadini et al., 2023). According to Rahmadini et al. (2023), the ability to adapt is also called adaptation which can be interpreted as adjusting oneself to new environmental conditions and adapting material according to needs. Work performance according to Makkira et al. (2022) are the work results achieved by employees, through the totality of their abilities to achieve company or organizational goals. Work performance involves achieving good results by considering individual factors of ability, dedication, experience and perception of work (Rahmadini et al., 2023). According to Nuraini, job satisfaction is satisfaction enjoyed at work by receiving praise, work results, placement, treatment, equipment and a good work environment (Makkira et al., 2022).

Based on the explanation above, it can be concluded that the use of E-Office in this research is said to be effective if it meets the indicators for measuring effectiveness. For example, employees can adapt to using the I-Nindya application, complete their work and

responsibilities well, and employees feel that using the application is in accordance with its function and in accordance with what is expected.

2.4 Barriers to Using E-Office

In an organization, agency or company, implementing E-Office certainly has barriers and challenges in the implementation process. Barriers, according to Oemar, are anything that blocks, impedes or inhibits individuals in their daily lives from achieving certain goals (Suyedi & Idrus, 2019). According to Mercader & Gairín (2020) barriers are divided into individual barriers and organizational barriers. Individual barriers point to specific individual characteristics, such as lack of time or lack of training. Meanwhile, organizational barriers relate to responsibilities related to the organization itself, such as a lack of perceived benefits or resistance to change.

Barriers to using the E-Office mailing system have been explained in previous research conducted by Nurmansyah & Yuliani (2021), entitled Management of Incoming and Outgoing Mail Using E-Office at KBM Ecotourism PERUM Perhutani Regional Division of West Java and Banten. This research states that the barriers are problems with signal problems, E-Office applications can only be accessed using laptop devices, it is difficult to find out notifications of receipt of incoming and outgoing letters, and distribution of incoming and outgoing letters using E-Office is only done online. internally by the relevant agencies. So, adequate human resource support and infrastructure improvements are needed to resolve these problems.

Based on the explanation above, it can be concluded that barriers are negative things that can prevent someone from carrying out activities according to their goals. Barriers are influenced by several factors that can influence an organization, company or agency. Barriers that are often encountered in using E-Office mailing systems are problems with signals or internet use and a lack of skilled human resources.

3. Material and Method

3.1 Design Study

This research design uses descriptive qualitative research with a case study approach. According to Sukmadinata, descriptive research is aimed at describing or illustrating existing phenomena, both natural phenomena and human engineering (Wati & Oktarina, 2019). In this qualitative research, the sample or participant selection technique uses a non-probability sampling method with a purposive sampling method. Non-probability sampling according to Sugiyono (2009) is a sampling technique that does not provide an equal opportunity or opportunity for each member of the population to be selected as a sample. Purposive sampling involves individuals who meet certain criteria to be able to participate in research studies (Firmansyah & Dede, 2022). The unit of analysis in this research is employees in the Human Capital Department, PT X who often use I-Nindya Digital Workplace as a mailing system.

Data collection techniques are techniques used to obtain valid, relevant and complete data. Data collection techniques in research were carried out using several methods, namely observation, interviews and documentation. Meanwhile, data validity techniques were carried out using the triangulation method. According to Alfansyur & Mariyani (2020), triangulation is a method used to test whether information obtained from research is valid or not.

3.2 Data Analysis

In qualitative research, data analysis is the process of systematically compiling data obtained from observations, interviews and other materials so that they can be understood and explained easily. According to Miles and Huberman (Kutsiyyah, 2021), data analysis techniques consist of:

a. Data Collection

In this research, researchers collected the necessary research data in the form of interview results, observation results, documentation from employees at PT X.

b. Data Reduction

At this stage, the data obtained in the field is written back by the researcher in the form of a detailed description or report. Researchers carried out data reduction to make it easier to collect further data.

c. Data Display

The researcher presents the information in this research in descriptive (narrative) text regarding existing data to obtain conclusions and draw conclusions.

d. Conclusion Drawing/Verification

Conclusions are drawn so that the data that has been analyzed and interpreted has meaning. Conclusions were obtained based on the results of data analysis both from observations and interviews and documentation related to the topic studied.



Figure 1 Data Analysis Components of the Miles & Huberman Model

Source: Data processed by researchers (2024)

4. Result

4.1 Use of I-Nindya Digital Workplace in the Mailing System

I-Nindya Digital Workplace is an e-office application developed to carry out digital correspondence and archiving, share company information, monitor Key Performance Indicators (KPI), as well as Knowledge Management System (KMS) and Document System features. At PT X itself, the e-office application makes it very easy for employees to complete the correspondence process. Based on the results of observations that have been made, even though existing human resources have not been used optimally, it cannot be denied that with the I-Nindya Digital Workplace, digital correspondence activities can be completed easily through this platform.

According to the results of an interview with one of the employees, it was stated that:

"The use of I-Nindya Digital Workplace in the correspondence system is usually used to submit decision letters, work orders, trainee assignment letters, service memo contract letters, training proposal letters, payment letters, and other letters."

Meanwhile, the process of creating and submitting incoming or outgoing letters has not been fully carried out digitally through I-Nindya Digital Workplace. Some letters sometimes have to be filed manually.

From the results of the data that has been collected, it can be concluded that the mailing system via the I-Nindya Digital Workplace application used by the Human Capital Department, PT X consists of incoming and outgoing letters. Submission of letters is done by filling in the format according to the letter to be submitted. So far, the correspondence system at I-Nindya Digital Workplace has helped employees complete their correspondence in a systematic manner.

4.2 Effectiveness of Using I-Nindya Digital Workplace in the Mailing Systems

In this research, work effectiveness was measured based on three indicators according to Richard and Steers. These indicators consist of adaptability, work performance and job satisfaction (Rahmadini et al., 2023). Based on the results of observations made, it is known that employees can adapt well to the I-Nindya Digital Workplace application. This is because the procedure for using the application is easy to understand. Meanwhile, if we look at the job satisfaction indicators, it can be concluded that employees are quite satisfied with the application. Although, there are several things that need to be improved so that the use of the I-Nindya Digital Workplace application is more effective.

The following are the results of the interview which have been separated according to each indicator. First, the results of the interview based on indicators of the employee's ability to adapt or adapt to the I-Nindya Digital Workplace application, the employee stated that:

"So far the I-Nindya Digital Workplace application is easy to use and seems user friendly, the features are also complete but not yet used optimally by users."

Furthermore, the results of interviews regarding work performance indicators on the I-Nindya Digital Workplace application, the employee stated that:

"The use of I-Nindya Digital Workplace has been implemented and is effective in shortening the correspondence process and reducing paper use."

Furthermore, the results of interviews regarding job satisfaction indicators on the I-Nindya Digital Workplace application, the employee stated that:

"The I-Nindya Digital Workplace application is quite satisfactory, but there are features that must be updated regularly."

Based on the data obtained, it can be concluded that the I-Nindya Digital Workplace application has proven effective in helping employees complete correspondence. The effectiveness indicators used such as adaptability, work performance and job satisfaction show that employees can adapt well to application use, correspondence work can be completed well, and job satisfaction increases. Thus, this application helps optimize administrative work from various aspects and has a positive impact on the work environment.

4.3 Barriers and Solutions to Using I-Nindya Digital Workplace in the Mailing Systems

The use of I-Nindya Digital Workplace in the mailing system at PT X has been implemented. However, its use is still not optimal. Based on observations, one of these barriers comes from human resources who are not yet consistent in implementing systematic letter submissions through I-Nindya Digital Workplace. This results in the application of the letter having to be submitted manually. Apart from that, it causes a buildup of paper if there are errors.

The following are the results of interviews regarding the barriers felt by employees towards using the mailing system at I-Nindya Digital Workplace:

Employee A: "Human resources are still not aware of the use of I-Nindya so its use is not optimal and also hampers the development of the application."

Employee B: "So far the problem is more about the features in the application which I think are not appropriate or even necessary."

One of the employees stated that the solution to overcome these barriers was to work and act according to their domain in the field of education and training, as well as carrying out the training process from start to finish using the system. Meanwhile, as a result of interviews regarding routine improvements to the mailing system carried out by the company, one of the employees stated that:

"There are repairs, usually regular monthly repairs or repairs according to user requests."

Based on the data that has been collected, it can be concluded that the barriers to using I-Nindya Digital Workplace lie in human resource factors and features in the application. So, this can be taken into consideration for evaluating the use of the I-Nindya Digital Workplace application in the future. Meanwhile, employees have their own solutions to face existing obstacles. The company has also provided solutions to barriers to using the I-Nindya Digital Workplace in the form of evaluating and providing routine maintenance on the mailing system.

5. Discussion

5.1 Use of I-Nindya Digital Workplace in the Mailing System

Currently, many companies are using E-Office to support administrative activities in the office. E-Office itself is a phenomenon that describes digital transformation in administrative management and work processes in various sectors (Rahmadini et al., 2023). One company that has implemented E-Office is PT X with an application called I-Nindya Digital Workplace. In the mail system, this application is usually used to submit internal letters at the company.

According to the interview results, letters that have been fully submitted using I-Nindya Digital Workplace include official memos, assignment letters and official travel orders. Meanwhile, several other letters, especially letters to external companies, are usually submitted manually. Submission of letters in the application is supported by the format provided by the system. So, employees only need to fill in the existing format according to the letter they want to write. However, the features in the application are not yet fully adequate, so sometimes you have to submit letters manually.

From the explanation above, it can be concluded that the use of I-Nindya Digital Workplace in the correspondence system in the Human Capital Department, PT X has not been fully implemented in a systematic manner. For example, only incoming and outgoing internal mail can be fully followed up using the I-Nindya Digital Workplace application. Meanwhile, external incoming and outgoing letters are more often followed up manually. However, the I-Nindya Digital Workplace application can help make it easier for employees to complete the correspondence process. Therefore, according to Lasmini et al. (2023) the existence of e-office has become very important because of the demands of the times and all companies from various business lines have integrated their services with computerization. The demands of this era not only increase the level of competence of workers, but also enable them to understand changes in computer-based technology.

5.2 Effectiveness of Using I-Nindya Digital Workplace in the Mailing Systems

Work effectiveness is the ability to choose certain goals and complete work on time. This means that the implementation of a task is declared good or not, depending on the completion of previously determined tasks (Wulandari & Simon, 2019). Therefore, effectiveness in using the I-Nindya Digital Workplace is determined through three indicators of work effectiveness according to Richard and Steers, namely adaptability, work performance and job satisfaction.

According to Rahmadini et al. (2023), the ability to adapt is also called adaptation which can be interpreted as adjusting oneself to new environmental conditions and adapting material according to needs. In this research, adaptability refers to an individual's ability to interact with the I-Nindya Digital Workplace application. Meanwhile, the success of adaptation is determined by the extent to which employees can master how to use the application. Based on the results of interviews regarding indicators of employees' ability to adapt or adapt to the I-Nindya Digital Workplace application, it can be concluded that employees can adapt to using the application well. This is because the features in the application are easy to use, help make daily work easier and the guidelines are also easy to learn. This is in accordance with the results of previous research conducted by Vogelsang et al. (2018), which states that the system used in applications must be reliable, available and adaptable.

Job performance according to Makkira et al. (2022) are the work results achieved by employees, through the totality of their abilities to achieve company or organizational goals. Based on the results of interviews regarding work performance indicators produced by using the I-Nindya Digital Workplace application in daily activities, it can be concluded that the application helps employees to complete work in the mail sector, reduces paper use, and speeds up the process of processing letters. This can be interpreted that the work performance of employees when using I-Nindya Digital Workplace is in accordance with the results achieved by involving factors of individual ability, dedication, experience and perception of work according to Rahmadini et al. (2023).

According to Sudiantini & Saputra (2022), job satisfaction is an evaluation indicator that describes a person's condition regarding their feelings and attitudes regarding work experiences. Based on the results of interviews regarding indicators of job satisfaction or employee satisfaction with the use of I-Nindya Digital Workplace in the mail system, it can be concluded that the application is quite satisfactory in helping to ease work in the mail sector. Employees hope that in the future the application function in the mailing system can continue to develop, for example by routinely carrying out maintenance on existing features, and adding other supporting mailing features.

Effectiveness shows the success of achieving or not the targets that have been set. If the results of the activity are closer to the target, it means the effectiveness is higher (Oktaviana et al., 2022). By considering the three indicators of work effectiveness that have been met, it can be concluded that so far the use of the I-Nindya Digital Workplace application has been effective and quite satisfactory in helping to make correspondence work easier. However, this application has not been used optimally by all human resources in the company.

According to Vogelsang et al. (2018), the success factors of significant digital transformation consist of three main dimensions, namely technology, organization and environment. Therefore, the I-Nindya Digital Workplace application must be further improved

so that its use is more effective. Of course, by considering the three main dimensions of the success factors in implementing digital transformation at PT X.

5.3 Barriers and Solutions to Using I-Nindya Digital Workplace in the Mailing Systems

According to Suyedi & Idrus (2019), an obstacle is something negative that can hinder or hinder the activities carried out by someone. This obstacle also becomes an obstacle for someone in carrying out certain activities. Based on the results of the interview, it can be concluded that the barriers to using the correspondence system in the I-Nindya Digital Workplace application lie in human resource factors such as the application has not been used optimally by existing human resources, it takes quite a long time to complete initials or signatures via the application, and existing human resources are still used to manuals. Meanwhile, other factors include the features in the application, such as the mailing system in I-Nindya Digital Workplace which can only be used internally in the company, the features and format of the mailing application are inadequate, the notification function in the application is less effective, and requires help from the IT team if there is any problem error when submitting the letter.

However, employees have their own solutions to face the barriers that exist in using the I-Nindya Digital Workplace application. One way is to continue to comply with the regulations and policies that have been set regarding submitting incoming and outgoing letters at the company. Apart from that, other solutions expressed by employees include regularly reminding superiors if there is a letter that must be completed immediately, creating a format in Microsoft Office for letters that must be submitted manually, and reducing paper use by saving letters in soft file form.

According to Vogelsang et al. (2018), an organization must provide room for improvement, technical capabilities and resources. The better the organization's alignment with change, the greater the likelihood of success of digital transformation. Based on this, one of the solutions provided by the company to the barriers to using I-Nindya Digital Workplace is to carry out routine maintenance on the mailing system. According to the results of observations and interviews, it is known that every month the company evaluates and also maintains the mailing system at I-Nindya Digital Workplace. This maintenance can take the form of adding other correspondence features so that it can cover a wider scope of work in all divisions. Usually, this evaluation and maintenance is carried out by one department, namely the IT department.

Apart from that, companies have the duty to provide training or socialization regarding the use of the E-Office that has been created. Adequate human resource support and infrastructure improvements are also needed to resolve barriers to its use (Prasetya et al., 2023). According to Vogelsang et al. (2018), technology must be adapted to the company, this is related to the cloud infrastructure that must be in place and it must be established that the company involved believes in the structure. So, companies also need to provide useful infrastructure.

6. Conclusion, Implication, and Recommendation

Based on the results and discussion in this research, it can be concluded that the use of I-Nindya Digital Workplace in the correspondence system has not been fully implemented in a systematic manner. The effectiveness of using the I-Nindya Digital Workplace application is

effective and quite satisfactory in helping to make correspondence work easier. However, this application has not been used optimally by all human resources in the company. Meanwhile, barriers in using I-Nindya Digital Workplace in the mail system are caused by human resource factors and features in the application. Employees have their own solutions to deal with existing barriers. The company has also provided solutions to barriers to using the I-Nindya Digital Workplace in the form of evaluating and providing routine maintenance on the mailing system.

In the results of this research, the implication is that PT X has implemented the E-Office application in the company's mailing system. The E-Office application called I-Nindya Digital Workplace has been effective and quite satisfactory in helping make the work of employees in the correspondence sector easier. However, there are still barriers in implementing applications that originate from human resource factors and features in the application. Therefore, based on the results of this research, it is hoped that it can provide suggestions and input so that in the future the use of I-Nindya Digital Workplace can run more effectively and efficiently.

The suggestions and solutions that researchers can provide regarding barriers to the use of I-Nindya Digital Workplace include implementing a new policy to increase awareness of existing human resources regarding the use of I-Nindya Digital Workplace, holding training regarding the importance of digitalization and the use of I-Nindya Digital Workplace, as well as implementing a correspondence system through I-Nindya Digital Workplace consistently and continuously.

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