

Analysis Of The Implementation Of The Official Manuscript System For Employees At The Regional Office V Of The State Civil Service Agency Jakarta

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Abstract

The research made uses a qualitative descriptive approach, namely by describing and analyzing all the problems found in the field. Qualitative research is based on primary and secondary data. Primary data in this study was obtained by means of observation, interviews, and documentation, while secondary data was obtained through reading sources such as books, previous research, and articles related to the research topic in this study. The purpose of this study was to determine the application of the employee service script system which includes procedures for implementing the employee service script system, storing the employee service script system and obstacles and solutions in implementing the employee service script system. From the results of the study, it can be seen that the Regional Office V of the Jakarta State Civil Service Agency has implemented a good employee official script system, but there needs to be an improvement regarding the system used so that the implementation of the employee script system can be used to optimize employee performance in work operations.

Keyword: Office; Manuscript System; Staff; Qualitative Method

1. Introduction

Official Manuscript is a written communication tool that regulates information in the implementation of official duties. According to the Regulation of the State Personnel Agency Number 16 of 2020, official manuscripts include the format, preparation techniques, and authority of correspondence that are important for the smooth running of government. This format includes the composition, form of letter script, and the use of logos or symbols according to official needs.

This research was conducted at the Jakarta Regional Office V of the National Civil Service Agency, which is responsible for the management function of the state civil apparatus in DKI Jakarta, Lampung and West Kalimantan. Observations show that the management of official documents in this office is not optimal, with a system that is still internal and often experiences interruptions. The storage of official manuscripts is also ineffective because the place is poorly lit.

Interviews with employees showed that they have been using a DMS (Document Management System) application system since 2020, but still face technical problems. Pre-research conducted by distributing questionnaires to 20 employees showed that most respondents felt that the implementation of the official manuscript system was not good.

Apakah penerapan sistem yang dilakukan sudah sesuai dengan operasional sehari hari dan tanpa hambatan?

 Salin diagram

20 jawaban

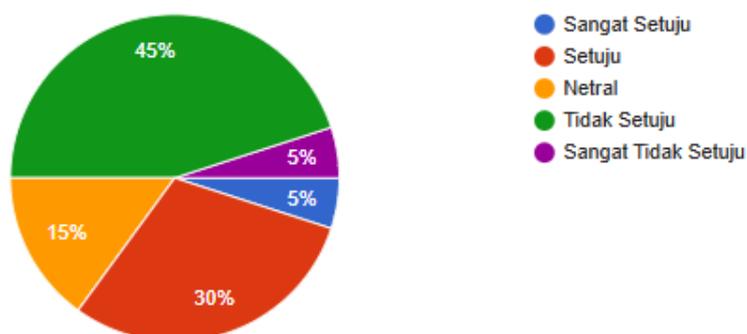


Figure 1.1 Results of Pre-Research on the Implementation of the Staff Office Manuscript System

Based on the results of the Pre-Research, it shows that of the total 20 respondents included in the sample, 5% answered 'Strongly Agree' and 30% answered 'Agree' and 15% answered 'Neutral' and 45% answered 'Disagree' and 5% answered 'Strongly Disagree'. When asked whether the implementation of the official script system for employees has been carried out properly. From the results of this pre-research that the opinions of respondents in responding to the questionnaire given are still many whose answers disagree. This is in accordance with the results of observations made by researchers on observations in this study.

This research aims to analyze the implementation of the official manuscript system for employees at the Regional Office V BKN Jakarta, complementing previous existing research with a qualitative approach through observation, interviews and documentation.

In addition, the difference described in this study with previous research conducted by (Anjani & Ati, 2019) is that this study discusses the existence of gaps in storage management problems in the implementation of the official manuscript system through qualitative research methods and research methodologies carried out by means of observation, interviews, and documentation. In addition, the validity of the data in this study was tested using triangulation. Therefore, this research aims to complement previous studies that already exist. Therefore, the researcher determined the title of this research, namely 'Analysis of the Implementation of the Employee Service Manuscript System at Regional Office V of the Jakarta State Civil Service Agency'.

2. Literature Review

Definition of Office Manuscript

The official script can be interpreted as an official communication system that regulates the flow of communication activities and plays an important role in the scope of government. The official script is an important aspect to facilitate the flow of information and communication in the government environment (Jiah, 2022). In addition, official manuscripts can be interpreted as the process of managing letters starting from inputting, processing, distributing to storing (Sinta Dewi et al., 2021). Therefore, official script management can be defined as the procedure for managing official letters to facilitate information and communication.

Definition of official manuscript

Official manuscripts or official documents are written information as a means of official communication made and / or received by authorised officials in state and regional government agencies in the context of carrying out government and development functions (Peranri No. 5 of 2021 General Guidelines for Office Manuscripts, 2021). According to (Agustina et al., 2019) official papers are official letters that are used as a means of communication both internally and externally. So, it can be concluded that an official manuscript is an official letter is a means used to communicate in the context of carrying out the duties of the institution.

Objectives and Benefits of Implementing the Office Manuscript System

Objectives:

- a. Creating uniformity in language format and document structure to facilitate understanding and official governance.
- b. Simplify the process of managing the filing system in accordance with applicable regulations.
- c. Increase efficiency and effectiveness in the process of creating, distributing, storing and retrieving documents to save costs and time required.

Benefits:

1. Can reduce duplication and overlap for ease and avoid risk in administration.
2. Can ensure a clear and transparent administrative process in the implementation of operational activities.
3. Can support administration that can be integrated with digital systems.

Definition of Employee

In the Big Indonesian Dictionary, employees are employees or people who work for a government, company, and so on. In addition, employees or staff are also defined as a group of people who work together to help a leader, etc. in their work. In another sense, employees can be defined as subordinates who work under a leader and work together to achieve common goals.

Definition of Staffing

Staffing is all activities related to staffing interests, namely all aspects regarding the position, obligations, rights, and development of employees with the aim of achieving goals (Wijaya & Hendrastuty, 2022). In addition, staffing itself is an activity of human resource management in an organisation (Raya Suhari et al., 2022). From this understanding, it can be concluded that staffing is an employee management activity covering various aspects of an organisation to achieve goals.

Definition of System

The system is a collection of interconnected elements to carry out activities with a specific purpose, consisting of elements, components, or variables that have been arranged and can interact with each other and depend on each other (Wijaya & Hendrastuty, 2022). In addition, a system can be understood as an orderly arrangement of activities that depend on interrelated procedures to carry out and facilitate the main activities of an organisation or business (Raya Suhari et al., 2022). From this understanding, it can be concluded that the system is a collection or arrangement that is interrelated as a medium that facilitates and interdependence.

Management of Employee Service Manuscript System

Employee Service Manuscript System Management is a systematic process that aims to regulate, manage, and control all activities related to the creation, approval, distribution, storage, and destruction of official manuscripts in an organisation. The main objective is to ensure efficiency, effectiveness, and accountability in written communication in a work environment. The main components that play a role are individuals or groups involved in the process of managing official documents, such as leaders, secretaries, and archivists.

Basic Principles of Employee Manuscript Management

In managing employee official manuscripts, basic principles are needed, including the following:

1. Efficiency, namely the management process must be carried out quickly and on time.
2. Effectiveness, namely the results of the management process must be in accordance with the previously set objectives.
3. Accountability, namely every individual involved in the management process must be responsible for their duties.
4. Security, namely employee official documents must be stored safely to prevent loss or leakage of information.
5. Availability, namely employee official documents must be easy to find and access if needed again at any time.

Retention of Employee Service Manuscripts

In the Big Indonesian Dictionary, retention is storage or retention where each employee service script is determined on the basis of its usefulness.

Literature Review of Previous Research

The sources of reference / information used by researchers from previous studies regarding the application of the official manuscript system are as follows.

1. (Naftali Josilina & Prathama, 2024) Research conducted by (Naftali Josilina & Prathama, 2024) with the title 'Innovation of Electronic Office Manuscript Administration Applications as an Optimisation of Procedure'.

The method used in this research is to use a qualitative descriptive approach. The sampling techniques used were interviews, observation, and documentation. The purpose of the study was the need to change manual correspondence management to digitalisation through innovation.

2. Research conducted by (Rahman et al., 2024) with the title 'Effectiveness of the Use of Mail Application Information Systems at the Centre for Security and Enforcement of Environmental and Forestry Law in Sulawesi Region'.

The sampling techniques used were observation, interview, and documentation. The research sample was Head of Subdivision, Administrative Staff and 2 Employees. The data analysis technique used is data condensation technique, data and image presentation, conclusion or verification. The purpose of the study was to determine the effectiveness of the use of Mail System Application Information in accordance with the Environment and Forestry Law of the Sulawesi Region Security and Enforcement Centre.

3. Research conducted by (Wahyudi & Pramudiana Devi, 2024) with the title 'Application of the Electronic Office Manuscript Information System Application (Sinadine) at the Lamongan Regency Ministry of Religion Office'.

The method used in this study is to use a qualitative description approach. The sampling technique used was through interviews, documentation, and the research subjects involved were the head of the office and staff. The purpose of the study was to analyse and describe the application of the SINADINE application.

4. Research conducted by (Jetisya Putri et al., 2021) with the title 'Analysis of Employee Performance in Correspondence Management in accordance with Office Manuscripts (Study: Secretariat of the Kumun Debai Sub-District Office)'.

This research is motivated by the fact that the management of correspondence according to the official script is not optimal, the management of inventory items is not orderly, the low desire or motivation of officers in organising archives. The purpose of the study was to determine the Analysis of Employee Performance in Correspondence Management according to Office Manuscripts.

5. Research conducted by (Jiah, 2022) with the title 'Management of Office Manuscripts at the Regional Office of the Ministry of Religion of Central Kalimantan Province'.

The method used in this research is using qualitative descriptive methods. Data collection includes interviews, observations, and documentation. Data validation uses source triangulation techniques. The sampling technique used is the population sample

size is one head of the General and General Subdivision. There are 4 informants involved and the sampling method is qualitative with descriptive research.

6. Research conducted by (Putra, 2022) with the title 'Optimisation of Office Manuscript Administration Through the Application of Information Systems in Higher Education'. This research data collection is in the form of observations, interviews and questionnaires. Based on the results of the research that has been done, it is found in the form of an electronic official manuscript information system design.
7. Research conducted by (Sinta Dewi et al., 2021) with the title 'Management of the Electronic Office Manuscript System (Sinde) at the Central Kalimantan Provincial Education Quality Assurance Agency'.
This research is qualitative research. Sources of data include the Head of Subdivision, TU, Correspondence Coordinator, and SINDE Operator. Data collection using observation, interviews, and documentation. Data validation through source and technique triangulation techniques. The purpose of the study aims to describe SINDE Management at LPMP Central Kalimantan Province.
8. Research conducted by (Agustina et al., 2019) with the title 'Analysis of the Implementation of Office Manuscripts in Making Office Letters at Universitas Gadjah Mada (UGM)'.
The method used in this research is to use descriptive methods and how to obtain research data by interview, observation, and documentation. Testing the validity of data in this study using triangulation. The purpose of the study was to assess the suitability of the official script in making official letters implemented at UGM and the factors that influence it.
9. Research conducted by (Nafillah & Hidayat Rahmad, 2024) with the title 'Optimising the Implementation of Office Manuscripts and Archives in Accordance with Official Guidelines at the Provincial PUPR Office'.
The method used in this study is to use the socialisation method regarding guidelines and instructions for official script research procedures and archive management. The purpose of the study was that staff at the public works and spatial planning office of the West Nusa Tenggara province became aware of making good and correct official manuscripts that refer to Governor Regulation No. 98 of 2023 concerning official manuscripts and were also skilled in archive management and began to abandon storing archives with a pile system.
10. Research conducted by (Zaidan Tamami & Dwi Anggoro, 2022) with the title 'Communication Management Strategy of the Legal and Supervision Division of the Pacitan Regency KPU in the Management of Office Manuscripts through the SIDAKU Application (Legal Archive Integration and Documentation System)'.
The method used in this research is using qualitative methods. The sampling techniques used were interviews, observations, and documentation with stakeholders in the Pacitan Regency KPU. The purpose of the research is to find out how effective the SIDAKU application is in managing Legal and Documentation archives at the Pacitan KPU Legal and Supervision Division.

3. Material and Method

Research Time

This research was obtained by researchers for 6 (six) months starting from July 2024 to December 2024. Researchers made observations in conjunction with lectures in the Research Methodology course.

Place of Research

The research took place at a Government Institution, namely the Regional Office V of the Jakarta State Civil Service Agency.

Research Design

This research uses qualitative research methods. Reporting from Walidin, Saifullah & Tabrani that qualitative research is a research process to describe phenomena that occur by reporting detailed words and views complemented by reliable sources from informants and conducted in a natural setting. In addition, qualitative research according to Creswell is a type of educational research in which researchers rely on the views of participants or informants by asking questions, describing, and analysing. According to Sugiyono, qualitative research is a research method whose research is conducted in a natural setting (not an experiment) where the researcher is the main instrument and the data collection method is triangulation and the results of qualitative research may be given more weight than generalisation. Thus, this qualitative research is natural research with more emphasis on logical research and investigation of phenomena that occur with the aim of gaining a deep understanding. The objectives of qualitative research include describing the object of research, revealing the meaning that exists in the phenomenon, and explaining the phenomenon that occurs.

In this study, researchers used a type of case study method. Case study is one of the qualitative approaches. Case studies are taken from 'Case Studies' which means a case through a collection of data obtained in a context. According to Michael Quinn Patton, a qualitative approach through case studies is preferred for this qualitative research. Therefore, research using case studies requires a longer data collection process and time when compared to other sciences. Meanwhile, according to (Dewi Nur'aini, 2020) Case studies are empirical studies that investigate contemporary phenomena in the context of real life. In addition, according to (Hidayat, 2019) Case studies are part of a research methodology in which a researcher is required to be more careful, thorough, and in-depth in revealing a case, event, either individual or group.

Data Sources and Research Samples

The data sources in this qualitative research came from informants through the observation and interview process. The informants selected were employees involved in the process of making and managing official documents.

Regarding the research sample, this study used purposive sampling method and took a sample of 4 (four) samples that had a direct relationship with the research topic that the researcher took. Taking 4 (four) samples is related to the basic theory of sampling listed in the table below:

<i>Rules of thumb for Qualitative Sample Size</i>	
<i>Basic Study Type</i>	<i>Rule of Thumb</i>
<i>Ethnography</i>	<i>30-50 interviews</i>

<i>Case Study</i>	<i>At least one, but can be more</i>
<i>Phenomenology</i>	<i>Six Participants</i>
<i>Grounded Theory</i>	<i>30-50 interviews</i>
<i>Focus Group</i>	<i>Seven to ten per group or more groups per each strata of interest</i>

Table 3.3 Qualitative Sample Size

The function of table 3.2 is a provision that aims as a basis for sampling qualitative research. Where the researcher takes a Case Study (Case Study) with the minimum requirement of one informant and is allowed to be more than one informant. Therefore, researchers in this study took as many as 4 (four) samples.

Data Collection Technique

1. Observation

Observation is a technique or way to collect data by observing ongoing activities (Noviyanti et al., 2021). In this study, observation was carried out by coming directly to the research site with participatory observation.

2. Interview

Interview is a method of data collection used to obtain information directly from informants or sources (Noviyanti et al., 2021). In this study, interviews were conducted directly by researchers who took 4 (four) informants as selected people and could provide the information needed by researchers.

3. Documentation

Documentation is intended to obtain data directly from the research site including activity reports, photos, films, documentaries, and data relevant to the research (Noviyanti et al., 2021).

4. Literature Study

Literature study is data collection carried out by reading literature or other references that are still related to the topic of the researcher's discussion (Noviyanti et al., 2021). Examples for this research are several BKN regulations regarding official manuscripts, applicable Standard Operating Procedures, questionnaires, and others.

Research Instrument

Based on the data collection techniques mentioned above, the main instrument in this research is the researcher himself assisted by research guidelines consisting of:

1. Interview Guidelines

Interview guidelines are a list of questions that are arranged systematically as a reference in conducting interviews. The interview guidelines in this study are in the form of a list of questions that have been prepared to facilitate the conduct of interviews with informants (key informants).

2. Document Review Guidelines

Document review guidelines are lists containing information and documents needed in collecting research data.

3. Observation Guidelines

Observation guidelines are lists that are arranged systematically as a reference in conducting field observations. The observation guideline used in this study contains a list of phenomena under study.

Data Validity Technique

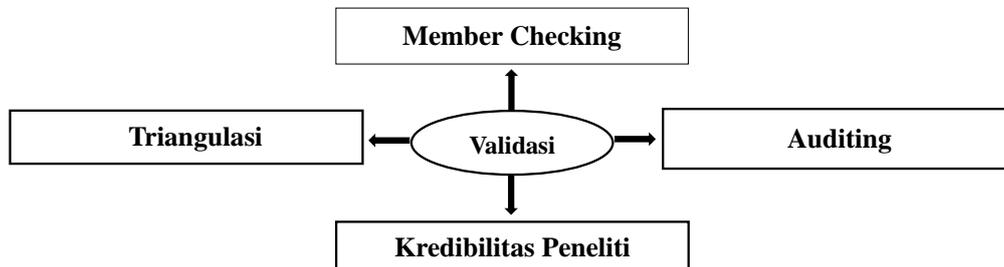


Figure 3.1 Validity of Qualitative Research

Qualitative research in validating research data must determine the accuracy and credibility of the results by using appropriate strategies such as member checking and triangulation.

Triangulation is using a variety of data that uses more than one theory, several analytical techniques, and involves more researchers in processing research results (Rijal Fadli, 2021).

Member checking is the result of interview data being confronted again with participants to read, correct, or strengthen the results of data made by researchers. In addition, the role of experts is also needed to be able to strengthen the research results by using auditing (Rijal Fadli, 2021).

Data Analysis Technique

The data analysis technique used by researchers is based on the interactive mode sourced from Miles and Huberman consisting of 4 components in the following figure:

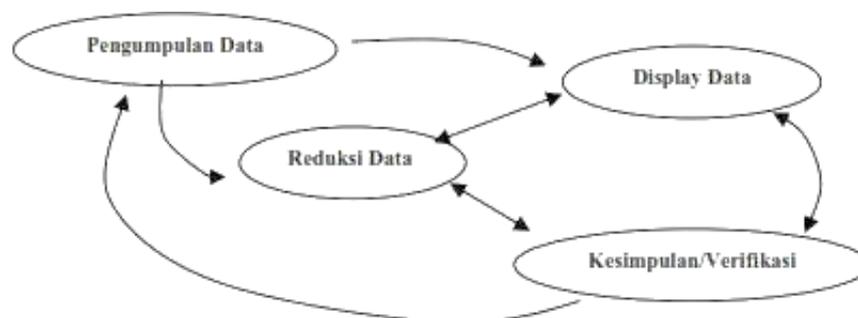


Figure 3.2 Components of Data Analysis

According to Miles & Huberman, there are three types of activities in data analysis, namely data reduction, data display, and conclusions.

1. Data reduction means summarizing, selecting the important, focusing on the important, looking for themes and patterns, and discarding what is considered unnecessary. This means that after the data is reduced, a clearer picture is obtained and subsequent data collection becomes easier.
2. Data presentation or data exploration is carried out in the form of explanations or diagrams of relationships between each category. In other words, the narrative format is most often used when presenting qualitative research data.
3. Drawing and testing conclusions or inferences are conclusions drawn from research that has been studied but is still preliminary.

4. Result

Data Description

This research is a qualitative research that studies the state of natural objects and is in accordance with the stage of data collection and investigation for this researcher. The researcher conducted this study using a descriptive analysis approach. It is a method of exploring ideas that involve explaining a problem by using clearly available and obtained data to examine the phenomenon under discussion. The data collection technique is in the form of interviews with employees related to research topics and direct observation in the field by researchers. The researcher conducted interviews and observations at the Regional Office V of the State Civil Service Agency. In this study, the informants are archival employees.

Data Results

The implementation of the employee official manuscript system at the research site needs to be implemented properly. Therefore, to find out how far the implementation of the employee official manuscript system is, the researcher asked 4 informants several questions to be answered related to the employee official manuscript system. The following is the answer from the informant:

1. Employee Service Script System at Regional Office V of the State Civil Service Agency

The employee service manuscript system is a system that is processed by the processing unit and processed in the Personnel Information division at the research site at the Regional Office V of the State Civil Service Agency which processes active employee service manuscripts. Meanwhile, the official script system of inactive employees is processed and placed in the administrative unit.

2. Procedure for Storing Official Manuscripts for Employees at Regional Office V of the State Civil Service Agency

Archival storage activities are carried out in accordance with existing guidelines. Based on the results of observations, archive storage is stored in large cabinets which are equipped with folders arranged based on the province that has been adjusted to the Regulation of the Head of the State Civil Service Agency.

3. Obstacles in the implementation of the Employee Service Manuscript System at Regional Office V of the State Civil Service Agency

The system of official employee scripts has been carried out in accordance with applicable regulations and guidelines, but the system implemented has obstacles. Based on the results of observations, there is a correspondence with the results of interviews with informants. The obstacles that occur in the implementation of the employee

service script system are the capacity of the DMS (Document Management System) application of the State Civil Service Agency, the quota is still limited because the system is given directly from the head office of the State Civil Service Agency and the system is implemented towards the update or upgrade stage to the DMS 2 (Document Management System) system of the State Civil Service Agency.

Discussion

The employee service script system is a technology that is applied to increase the productivity of employee performance. The employee official script system requires good and appropriate handling to support the office operational productivity process. The system of official employee scripts is highly dependent on human resources and also quotas obtained from the central system. Therefore, it is important for human resources to have adequate technological literacy, considering the ongoing technological developments (Suci et al., 2024).

1. Employee Service Script System at Regional Office V of the State Civil Service Agency

The current use of information technology can be used as a medium in the management of employee official manuscripts with the aim that employee information management activities can run smoothly. Innovation of the employee official script system is part of change management because it is more detailed, systematic, chronological and plans in daily work can be measured precisely and accurately (Naftali Josilina & Prathama, 2024). Based on the results of the interview above, the system of employee service scripts at the Regional Office V of the State Civil Service Agency starting in 2020 all personnel files have been carried out digitally. For official manuscripts of employees who are still actively managed in the Processing Unit and official manuscripts of inactive employees are placed in the Administrative unit. It has been done online through the DMS (Document Management System) system of the State Civil Service Agency stored through the cloud which can be accessed through the docu-ms.bkn.go.id/virtual/scan link, which is an internal system in the processing unit which is divided into 4 (four) stages. The stages start from scan configuration, scan, scan verification, and scan validation. The DMS (Document Management System) application is a recording or scanning application in managing personnel document information based on digitization to reduce the use of paper in personnel archives. So the data is interconnected on one specific activity of using the system and is fairly easy to use (Dian & Informatics, 2023).

2. Procedure for Storing Official Manuscripts for Employees at Regional Office V of the State Civil Service Agency

The system of storing official employee manuscripts is the same as the archive storage system (filling system) is a system used to store official employee manuscripts so that they can be found again quickly if at any time needed for personnel information needs (Syamsuddin & Department of Commercial Administration, Ujung Pandang State Polytechnic, 2020).

Based on the results of the interview, at the Regional Office V of the State Civil Service Agency, the system of employee service manuscripts in the takah closet is adjusted to the provinces that have been regulated and placed in the Personnel

Information section. The storage of official manuscripts for employees uses physical storage, namely using a sliding cabinet called a manuscript cabinet which contains folders in accordance with the NIP of each Civil Servant Candidate. The storage period is until the rights and obligations have been fulfilled and then after that the files in it are only allowed to be destroyed, this is in accordance with the Regulation of the State Civil Service Agency Number 19 of 2020 concerning the Personnel Archive Retention Schedule.

3. Obstacles in the implementation of the Employee Service Manuscript System at Regional Office V of the State Civil Service Agency

According to the results of the interviews that have been conducted, the employee said that the obstacle in the implementation of the employee service script system is that the application used, namely the DMS (Document Management System) application of the State Civil Service Agency, namely the quota is still limited because the system is given directly from the head office of the State Civil Service Agency and the system is implemented towards the update or upgrade stage to the DMS 2 (Document Management System) system of the State Civil Service Agency. In addition, it was also found that the application had an error.

In addition, if the DMS (Document Management System) application cannot be used, then the work is done manually in managing employee official documents. This, will have an impact on ineffectiveness at work.

5. Conclusion, Implication, and Recommendation

Based on the data analysis that has been carried out, it can be concluded that the implementation of the official manuscript system for employees at the Regional Office V of the State Civil Service Agency has used the DMS (Document Management System) system since 2020, replacing the manual system previously used for official manuscript management. Archive storage has been carried out properly according to existing procedures, using a manuscript cabinet equipped with plastic folders to store employee official manuscript documents for prospective civil servants, although there are several obstacles in implementing a system that is still relatively new and in the revision stage to a more efficient update system. This implies the need to pay attention to and evaluate existing obstacles so that work operations can run more effectively and efficiently. The researcher also recognizes the limitations of this study, due to the limited time available for in-depth exploration and the inadequate number of informants interviewed to explore issues that may arise. Therefore, the researcher recommends that future research consider using several research variables to obtain more comprehensive results, as well as adding the necessary documentation to improve the accuracy and validity of the results obtained.

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Appendix (if any)

Appendix 1 : Guidelines for Interview Questions

1. How is the implementation of the employee official script system at the Regional Office V of the State Civil Service Agency?
2. What is the procedure for storing official employee manuscripts?
3. What are the obstacles and obstacles in daily operations?
4. What are the solutions implemented in dealing with the obstacles and obstacles that occur?
5. Is there a storage time for the official manuscript arrangement of employees?
6. What are the conditions specified if the employee's official manuscript is declared inactive?
7. What if the employee service manuscript has expired, what are the next steps to take?

Appendix 2 : Pre-Research Questionnaire

Apakah penerapan sistem yang dilakukan sudah sesuai dengan operasional sehari hari dan tanpa hambatan?

 Salin diagram

20 jawaban

