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Regional Office Administration System (SISMINKADA) As a Solution for Coverage Governance in The Special Region of Yogyakarta

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Abstract: This research is about Archives Management, which is related to the innovation of the Regional Office Administration System (SISMINKADA) carried out by the DI Yogyakarta Province. This research is considered important because a good administrative system is the blood for the wheels of a public institution. The government administration system must receive proportional attention because of its importance as information material for decision making, administrative processes, and services to the community. This study uses a qualitative method. The population in this study is an area that has made archival innovations. Meanwhile, the research subject is the DI Yogyakarta Province which has an archival innovation called the Regional Office Administration System (SISMINKADA). The results of this study indicate that the Regional Office Administration System Innovation (SISMINKADA) carried out by the DI Yogyakarta Province has succeeded in achieving the goals that have been designed. Where, problems such as the lack of optimal archive management starting from the creation process, the process of managing (recording and controlling) letters, up to the shrinkage process will certainly have an impact on the slow service to the leadership, service to the community and the potential loss of archives can be resolved properly.

Keywords: Innovation, Administrative Governance, Public Service, Archives, Society

1. Preliminary

This research is about Archives Management is related to the innovation of the Regional Office Administration System (SISMINKADA) carried out by the DI Yogyakarta Province. Where along with the times, the government administration system that has been carried out manually is no longer an effective way. This is because manual administration makes mass services very slow, access and monitoring of the progress of follow-up letters are limited and the related archives do not file.

Innovation in the public sector is more emphasized on the "improvement" aspect resulting from these innovation activities, namely the government is able to provide public services more effectively, efficiently and of high quality, cheap and affordable according to the needs of the community. Innovation in the public sector is one way or even a "breakthrough" to overcome bottlenecks and organizational needs in the public sector (Eldo & Mutiarin, 2019). Changes that occur in the public administration process demand that many other things also change (Rina Mei Mirnasari, 2013). Innovation is present as a new product and its nature replaces the old way. This means that every public service, in principle, must contain a new innovation (Djamrud, 2015). It can be stated more explicitly that innovation is needed by local governments to improve the quality of the decisions and actions they produce so that their impact can improve the welfare of local communities (Wicaksono, 2019).

Awareness of assets and use of skills has an important role in empowering innovation in rural communities, and this step requires the role of a facilitator (Sofianto, 2020). Currently, the bureaucracy must be able to implement public policies that are effective, efficient and fast, leading to quality and speed of service and increasing competitiveness (Cahyono, 2017; Sofianto, 2019). The one who performs public services is the government, where the government is essentially not to serve itself but also citizens by dominating the conditions in order to form a comfort in all social access (Haqie et al., 2020).

The focus of this research is to focus on the Regional Office Administration System (SISMINKADA) in the Special Region of Yogyakarta. Where, DI Yogyakarta Province has problems related to the administrative system, such as the lack of optimal archive management starting from the creation process, the process of managing (recording and controlling) letters, to the process of shrinking them. In this study, it will be discussed thoroughly related to the innovation process of the Regional Office Administration System (SISMINKADA) in the Special Region of Yogyakarta in order to overcome administrative problems that have occurred so far.

According to Hutahae (2014) information is data that is processed into a form that is more useful and more meaningful to the recipient. In French the archive is "Dossier" which means a file consisting of several interconnected sheets. The term "file" for English people which means archive which comes from the Latin word "Filium" means rope or thread used to tie a collection of sheets of letters, receipts or reports for easy storage (Mulyono et al., 2012). In the digital era, electronic archive management has become a trend as well as the focus of management development in many institutions. Electronic archives are considered more in line with the needs of the times that demand speed of sharing, ease of access and flexibility in networking (Fitri, 2020).

Archival human resources cannot be filled by just anyone but must be planned, prepared, and are competent people in their fields, not outcasts (EE Mangindaan, 2011; Ria Indriani & Christiani, 2016). Good management of electronic records will ensure the availability of evidence of government decisions and activities, demonstrate compliance with the accountability of archive creators, support functions and tasks through the creation of reliable and usable records, contribute to the efficiency and effectiveness

of activities and reduce risk (Gunaidi et al., 2018; Harianto, 2013).

In Law No. 43 of 2009 concerning Archives, archiving is the entirety of activities including policies, archiving development and archive management in an archival system that is supported by human resources, infrastructure and facilities, as well as other resources. So management (management) of archives is one of the activities of organizing archives, in addition to policies and fostering archives (Saeroji, 2014). Thus, implementers must think creatively so that both the physical and the contents of the information recorded in the archive can be saved even though there has not been any determination of organizational leadership policies related to archiving (Handayani, 2018).

Research related to Archives Management has been carried out by several previous studies. Among them are research conducted by Neta (2014) explained that good governance of government administration that reflects the characteristics of good governance and clean governance is a very important role in planning development activities, both at the national, regional, and village levels because every development planning requires the right data and information. As a government administrator, in carrying out its main tasks and functions, of course, it requires adequate facilities (facilities and infrastructure), the existence of a set of regulations regarding the implementation of government administration, government administration guidelines, as well as guidance and supervision in the implementation of government administration so that the general task of government and development can be achieved effectively and efficiently.

This statement is supported by research conducted by Posumah et al (2019). In his research, it is explained that good village administration is the management of village government that upholds transparency, accountability, responsibility, independence and equality / fairness and adheres to the applicable rules and procedures. Therefore, village administration administration in order to achieve orderly village administration must be mastered and understood by village government administrators. Because by mastering and understanding how the administration of village government, the administration of village government, will help ease the tasks of the village head and village officials in the field of village administration, thus the implementation of village governance consisting of the village head, village officials,

Then, there is a study conducted by Basir et al. (2020) focusing on village administration. In his research, it is explained that to improve the management of village government, administrative arrangements need to be made to be more effective and efficient. Administrative arrangement is the recording of data and information in supporting the administration of village governance. This is done as a guide for the village government in carrying out recording activities of village administration. Government Administration plays a role because of its great involvement in the development process in the government administration system. In order to create good village governance, the village government must be supported by proper village administration. Village administration is the entire process of recording data and information on the administration of village governance.

In line with research conducted by Basir et al. (2020), research conducted by Dhaniawaty (2020) also focuses on village administration. Public services provided by the government are services in population administration. Population administration is a series of document management activities and population data whose results will be used in government public services. The application of an information system in population administration is required by the government to facilitate population registration, making certificates and village inventories. The village government population administration information system is an information system that can provide services that can manage population data in a village. With the administrative information system in the process of making a certificate that can be seen the status of completion, making it easier for residents in the process of taking a certificate. This administrative information system can perform numbering automatically according to the format according to government standards, so that there is no duplication of data on population data and reference numbers for certificates. Meanwhile, in the process of recording village inventories, this administrative information system can adjust the recording process according to the guidelines provided by the village government.

Good administrative management can be done by utilizing technology. As research conducted by Anggareni et al. (2021). Where one of the resources that can be utilized by the village is the use of Information and Communication Technology, the development of science and technology cannot be separated from the development of human needs. One

of the rapidly developing information technologies currently uses application media and the internet that can be accessed anywhere, so that data entry can be done from anywhere and can be controlled from one place as a center. From this, modern humans are required to change the way in managing the village by utilizing IT from various fields, one of which is within the scope of the village government field.

In contrast to previous research, this research will focus on only one area by thoroughly discussing innovations carried out by local governments in order to optimize a well-designed administrative system, namely the Regional Office Administration System (SISMINKADA) innovation carried out by the DI Yogyakarta Province which focuses on on the need to make improvements to the process and results of managing official documents. Optimal use of this innovation will greatly support administrative management which is integrated into a single unit management information management system for local government correspondence so that it can be accessed and presented more quickly and accurately.

This research is considered important because a good administrative system is the blood for the wheels of a public institution. The government administration system must receive proportional attention because of its importance as information material for decision making, administrative processes, and services to the community. A bad administrative system will certainly have an impact on slow service to leaders, service to the community and potential loss of archives. Of course, with the presence of the Regional Office Administration System (SISMINKADA) innovation, this will be a solution that answers the administrative system problems that occur in the DI Yogyakarta Province. And with this research, it is hoped that it can be an inspiration for other regions to be able to create a good administrative system.

2. Research Methods

This study uses a qualitative method. according to Sugiyono (2017), qualitative research is a process of exploring and understanding the meaning of behavior carried out by individuals and groups, as well as describing how problems occur in the social and humanitarian fields. The research process consists of research questions and temporary procedures, data collection, data analysis conducted inductively, constructing partial data into themes, then interpreting the meaning of the data, and the final activity is writing a report.

The first characteristic of qualitative methods is their emphasis on the natural environment. "Natural" means that the data is obtained by being in the place where the research will be made. The data is found directly from the first hand. The researcher is a data collection tool. In short, researchers are directly involved in the research, both in terms of collecting data through interviews or observations, as well as analyzing and interpreting data (Raco, 2010).

In this study, data collection was also carried out through searching various sources which were then processed and described in narrative form according to data needs. The population in this study is an area that has made archival innovations. Meanwhile, the research subject is the DI Yogyakarta Province which has an archival innovation called the Regional Office Administration System (SISMINKADA).

3. Results and Discussion

Archives are like blood for the sustainability of an institution, especially public institutions. Archives must receive proportional attention considering their function as information material for decision-making, administrative processes, and services to the public.

Less than optimal archive management starting from the creation process, the process of managing (recording and controlling) letters, up to the shrinkage process, of course, will have an impact on the slow service to the leadership, service to the community and the potential loss of archives.

The General Bureau and Protocol of the DIY Regional Secretariat as the entry point for the DIY Regional Government letter (a letter addressed to the Governor, Deputy Governor, Regional Secretary, and Secretariat Assistant) and at the same time has the authority to legalize outgoing regional letters, so it is very thick with information services to anyone dealing with the Regional Government. Like a front office that must be able to provide information about many things. The development of the position of the letter sent, the extent to which it has been followed up, the activities of the SKPD and the meeting rooms used for activities have become services that require service officers to know a lot.

Meanwhile, Archives Management as the cycle and lifeblood of the government administration system that has been implemented conventionally is no longer an effective method. Manual mail management makes mass services very slow, access and monitoring of letter follow-up progress is limited and the related archives are not filed.

The conditions prior to the existence of SISMINKADA related to the process of managing official documents and other services of the Regional Government were as follows, first, namely the Management of Letters. Second, the volume of incoming and outgoing local government letters that are getting higher in type and with increasingly diverse affairs demands better management. Without a good governance system and mechanism, incoming letters of no less than 1300 per day and outgoing letters of no less than 450 letters per day will certainly be difficult to monitor the progress of the follow-up position and difficult to find again when needed.

Third, repeated recording of a single letter becomes an impractical mechanism, requires a lot of time and effort, and is prone to errors. The entire process of recording, controlling, and storing official document control facilities is carried out manually which requires a lot of time and human resources and if an error occurs in the recording, it must be repeated from the beginning and if an error occurs in storage it will complicate the retrieval process. The conventional mail correspondence management mechanism with the Kendali Card is no longer able to support fast and high-volume services.

Fourth, the conventional method creates a dependence on correspondence services on one institution (local government) and on one person (institutional scope) which will potentially lead to a less positive bureaucratic culture and delays or even not being served if the management is not good or the appointed personnel. not in place.

Fifth, as an effort to ensure archive safety, management officers are required to register archive files in their work units. With this manual method, it is not an easy task, of course, considering that the officers have to recapitulate/register incoming and outgoing letters for one year as well as track their whereabouts. And the sixth is the activity information service.

As the entrance and exit of regional government letters, the General and Protocol Bureau functions as a front office so that it must be able to provide information services on meeting activities and agendas for leadership elements. In addition to being served to guests, of course this service is more intended for leadership elements. The problems faced in providing services include, firstly, so far the agenda of leadership activities has been recorded on the board in the leadership room. In addition to the limited number of activities that can be recorded on a very limited space board, officers tend to only register activities when the

leader is not there for fear of disturbing the activities and privacy of the leadership. This has the potential to delay activity information services.

Second, after being recorded on the board, the leader must re-write it in his agenda book or if the leader is not present or even when he is outside the area, the leader must ask the officers. If this happens outside of working hours, it becomes difficult for officers to be able to provide good service.

Third, if the activity has then been disposed of to the leadership elements below it, the serving officer must seek information from other departments or ask guests to seek information from other departments so that it slows down the service process, seems bureaucratic, and guests cannot be served properly. And the fourth is Meeting Room Management Services.

One of the services of the General Bureau and Protocol to the leadership is the provision of meeting rooms. There are at least 20 (twenty) rooms used for meetings, receiving visiting guests, and for activities. The problems faced include, first, the management of meeting rooms manually ordering meeting rooms is done by contacting the management officer and then written on a special board, so that if the officer is not there, the room reservation service will be delayed.

Second, bookings for meeting rooms cannot be made long before the activity because there is not enough space to write on a special board. The conventional method has the potential to cause service delays and anticipatory efforts made in advance cannot even be served.

Third, security for events at the local government office complex that are held outside of working days cannot be properly facilitated because security officers (Pol PP) often do not know the schedule for using the local government office complex.

Fourth, the formulation of the letter format that will be signed by elements of the Regional Leadership is not uniform and is not in accordance with the Governor's Regulation on Service Manuscripts, so the leadership must return the concept of the letter to the maker. Or vice versa, when it is not properly verified, the outgoing letter sent is not in accordance with the provisions of the Service Manuscripts. The impact is the occurrence of delays and even delays in the follow-up process and creates a less orderly administrative image.

Fifth, services to leaders and the public are limited in space and time. Services can only be carried out in the office during working hours. Outside the office and

outside working hours there are no means used to provide services.

And sixth, the limitations of human resources in quality and quantity as well as budgetary limitations make services in the field of managing official documents and administrative services to leaders and the community less than optimal.

The goals and benefits expected from the system development are, first, the need to make improvements to the process and results of processing official documents. Optimal use of this facility will greatly support the management of official documents which are integrated into a single unit management information management system for local government correspondence so that they can be accessed and presented more quickly and accurately. Second, the ease of providing information services on the agenda of activities for leaders and for monitoring the agenda of SKPD activities. Third, the ease of ordering and scheduling the use of the meeting room and its facilities and the ease of accessing the information. Fourth, uniformity in the format of official documents according to the Governor's Regulation on Service Manuscripts, minimizing errors and facilitating the drafting of official draft concepts. Fifth, Information services to leaders and the public are not limited by space and time. Services can still be carried out even though they are not in the office and not during working hours. Outside the office and outside working hours there are facilities/systems that are used to continue to provide services. Sixth, Availability of a system that supports mail management services and other supporting services can be carried out properly even with limited human resources in terms of quality and quantity and economical in terms of budget.

Some of the outputs that have been successfully generated from the use of SISMINKADA are first, ease of recording, controlling, numbering, filing, rediscovering official documents as well as printing archive lists. The problem of errors in recording official documents that often occurs can be corrected without repeating it. In one record, it can be printed into control cards, disposition sheets, letter receipts and barcodes, making it easier for officers and saving time. Rediscovery which used to take more than 5 minutes, with this system it can be found in less than 2 minutes the last position of the official document even though it is in another SKPD. Rediscovery can be done by officers anywhere and anytime using a PC computer or mobile phone so that officers can serve the leadership or the community more optimally. Another advantage is the

collection of official manuscript data according to the latest processing so that it can become an Archive List.

Second, the ease of monitoring the agenda of the leadership element. The event schedule view can display indefinitely in the future and the days that have been missed can automatically disappear from the display but are still stored on the server so they can be reopened. The leadership element can see who will carry out the said agenda. The leadership element does not have to ask the staff about the schedule of activities, but can monitor it via mobile phone. Facilitate coordination between leaders because each leader can see the schedule of other leaders' activities.

Third, the ease of managing meeting rooms. With this application, the officer who manages the meeting room can schedule the use of the room without fear of overlapping time or place because if there is the same time and place this application will refuse and there will be a notification that the room is already used. This application makes it easier to plan the use of meeting rooms, makes it easier for parties who will use/book meeting rooms, and makes it easier for officers to provide information to the public about events and meeting places.

Fourth, the ease of drafting official scripts. By having made an official document application in the form of a template that has been locked and in accordance with the Governor's Regulation, there will be no errors in terms of typeface, font size, letter shape and letterhead. Users can directly choose a letter template according to their needs and just fill in the contents without fear of being mistaken about the typeface, font size, letter shape and letterhead. After completing the draft letter, it can be directly uploaded and sent to the leadership without having to be printed first to get corrections. If the leadership is not pleased and wants to be changed, they can change it immediately and after it is finished it can be printed for signature. This model will certainly save paper usage.

Fifth, the convenience of providing 24-hour service. Servers that are activated 24 hours a day to run the system allow it to be accessed anytime and anywhere via a smartphone. Information and services needed outside business hours do not require us to return to the office to provide these services.

And sixth, the ease of providing human resources and budgets. A simple application with little input data but many facilities/functions produced does not require quality management officers to have an IT education background and do not demand large amounts. The side of savings in budgeting can also be

obtained from one application with many functions and is used together with all local governments.

4. Conclusion

The Regional Office Administration System (SISMINKADA) innovation carried out by the DI Yogyakarta Province has succeeded in achieving the designed goals. Where, problems such as less than optimal archive management starting from the creation process, the process of managing (recording and controlling) letters, up to the shrinkage process, of course, will have an impact on the slow service to the leadership, service to the community and the potential loss of archives can be resolved properly.

Some of the outputs that have been successfully generated from the use of SISMINKADA are first, ease of recording, controlling, numbering, filing, rediscovering official documents as well as printing archive lists. Second, the ease of monitoring the agenda of the leadership element. Third, the ease of managing meeting rooms. Fourth, the ease of drafting official scripts. Fifth, the convenience of providing 24-hour service. And sixth, the ease of providing human resources and budgets.

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