

To cite this article: Ni Luh Made Wijayati, Anak Agung Ayu Mirah Kencanawati, I Wayan Siwantara and I Wayan Sukarta (2023). OFFICE ADMINISTRATION EFFICIENCY OF GOVERNMENT OFFICES IN INDONESIA, International Journal of Education and Social Science Research (IJESSR) 6 (5): 259-264 Article No. 847, Sub Id 1333

## OFFICE ADMINISTRATION EFFICIENCY OF GOVERNMENT OFFICES IN INDONESIA

Ni Luh Made Wijayati, Anak Agung Ayu Mirah Kencanawati, I Wayan Siwantara and I Wayan Sukarta

Bali State Polytechnic  
email: luhwijayati@pnb.ac.id

DOI: <https://doi.org/10.37500/IJESSR.2023.6516>

### ABSTRACT

The efficiency of the administrative offices at the government office in Indonesia indication has not been effective. Moving on from the problems encountered is the lack of utilization of human resources employee, inadequate facilities and budget are still minimal. The purpose of this study was to determine how the efficiency of office administration at the government office in Indonesia. Research using qualitative methods. The informants as many as eight employees in the District Government Officials Namely Subscript Head, Secretary of Sub district Head, Head of Divisions, 2 Head of Section, and 2 Staff / implementers. Collecting data with interview techniques; while the data were analysed using qualitative analysis techniques interactive model. Based on the results of the study it can be concluded: (1) The efficiency of the administrative offices at sub-district Office in Indonesia are generally good, but not maximum views of the realization of the achievements of the realization of the budget, the utilization of human resource potential employees as competence, use of facilities / infrastructure and equipment and supporting facilities, and the mechanisms and procedures for the implementation of an office job. (2) Programs and activities of the work administration services that have been defined in the planning of the work or performance at each fiscal year can generally be carried out and the realization of the results is good, but not optimally. This means that the use of resources in the implementation of the office administration services can provide unsatisfactory.

**KEYWORDS:** efficiency, administrative offices, government office

### INTRODUCTION

The implementation of the regional autonomy policy has encouraged changes, both structurally, functionally and culturally in the order of regional government administration. One of the most essential changes concerns the position, main tasks and functions of the sub-district, which was previously a regional device in the framework of the principle of deconcentration, changing its status to become a "regional device" within the framework of the principle of decentralisation. As a regional device, the sub-district (Camat) gets a delegation of authority from and is responsible to the regent/mayor; in this case getting a meaningful delegation of authority for community service affairs which includes aspects of licensing, recommendations, coordination, guidance, supervision,

facilitation, determination, implementation, and other delegated authorities. In addition, the sub-district carries out the task of organizing general government duties.

The implementation of the sub-district government must be supported by office administration. As it is known that office administration is a series of activities to plan, organise (arrange and arrange), direct (provide direction and guidance) supervise, and control to carry out in an orderly manner office work in supporting the achievement of organisational goals (Gie, 1998).

Office administration at the Sub-district Office is organised by the Sub-district Secretariat. As is known, the Sub-district Secretariat is a "staff element" which has the task of assisting the Sub-district Head in carrying out the task of governance and providing administrative services to all sub-district apparatus. To carry out this task, the sub-district secretariat organisation consists of several sub-sections, namely a maximum of three sub-sections. The Sub-district Secretariat consists of 3 sub-sections, namely: Finance and Reporting Subdivision, Personnel Subdivision, General and Equipment Subdivision.

Given the importance of office administration in supporting the implementation of the duties and functions of the sub-district government, office administration must be organised efficiently. However, from preliminary studies conducted at the sub-district head's office, it appears that there are several weaknesses in office administration, including: 1) The existence of limited apparatus resources / implementing employees both in quantity and quality, seen from the total number of employees in the sub-district office is 23 people, employees placed in the sub-district secretariat (sub-sections) are not sufficient, seen from the number of implementing resources of only 2 people in each existing sub-section for efficient implementation of office administration work. The quality of human resources of employees in the existing sub-sections in terms of education level is quite good, 14 employees have a bachelor's degree and 9 have a high school education, but there is a lack of awareness from employees to utilise their potential and improve performance in carrying out office work; 2) office facilities and infrastructure as well as supporting facilities for carrying out tasks are still limited to support the efficient implementation of office administration work; and 3) the budget allocated to the Sub-district Secretariat is still insufficient to carry out office work. Some of these weaknesses can certainly cause office administration work at the Sub-district Head's office to support the implementation of the duties and functions of the sub-district government to be inefficient or less efficient.

## **METHODS**

The object of this research is office administration efficiency. What is meant by office administration efficiency is the ratio or comparison between the results achieved in office work and services and the sources (thoughts, energy, time, materials/equipment, and costs) used in achieving these results.

The type of data collected for analysis in this study is primary data or data sourced directly from the specified informants/respondents. In addition to primary data, secondary data is also collected which is considered necessary and related to the object of research; secondary data only serves as a complement to primary data.

One of the characteristics of qualitative research is that it is not concerned with the number of data sources/informants, but what is more important is the content, relevance, and sources that can really provide information, either about people, events or things. Therefore, the suitable informant sampling technique used is purposive technique, namely the technique of taking informants / data sources intentionally or based on specific objectives.

The informants in this study were taken from the leadership element and the staff/implementer element at the Sub-District Office. The total number of informants in the study was 8 people with the following details:

Head of Sub-district: 1 person;  
Sub-district secretary: 1 person  
Head of Section: 2 persons;  
Head of Subdivision: 2 people;  
Staff/Executors: 2 people.

This research is the main instrument of data collection, namely the researcher himself, while the data collection techniques used are interviews and are complemented by observation and documentation techniques. This data collection technique is carried out by collecting and examining data that is already available at the Sub-District Office related to the object under study. The qualitative analysis technique used is the interactive analysis model of Miles and Huberman.

## **RESULTS AND DISCUSSION**

As described in the literature review, office administration is a series of activities to plan, organize, direct (provide direction and guidance) supervise, and control to carry out orderly office work in supporting the achievement of organizational goals. The three main roles or functions of office administration work are:

- 1) Serving the implementation of operative work to achieve organizational goals;
- 2) Providing information for the leadership of the organization to make decisions or take appropriate actions;
- 3) Helping the smooth development of the organization as a whole (Gie, 1998).

In this case, according to Guible (in Haryadi, 2009) there are five types of administrative support functions in offices, namely:

- 1) Routine functions; namely, office administration functions that require minimal thinking including filing and duplicating. Usually, this function is carried out by administrative staff who are responsible for daily administrative activities.
- 2) Technical functions; namely administrative functions that require adequate opinions, decisions, and office skills, such as being able to use several computer application programs. This function is usually carried out by administrative staff who are members of the information technology section.
- 3) Analytical function; a function that requires critical and creative thinking, along with the ability to make decisions, such as creating and analyzing reports. This function is usually carried out by a manager who is responsible for supporting decisions that will be made by his superiors or leaders.
- 4) Interpersonal functions; namely functions that require judgment and analysis as a basis for decision making, as well as skills related to other people, such as organizing work teams; and
- 5) Managerial functions; namely functions that require planning, organizing, measuring/assessing, and motivating, such as budgeting and evaluating employees.

How important the role and function of office administration is, office work must be managed as effectively and efficiently as possible (Haryadi, 2009). Research on the efficiency of office administration in the Sub-District Office as described above is based on the concept of office administration efficiency proposed by Gie (1998) and Haryadi (2009). So that the aspects that are the focus of research/observation in this study are:

- 1) planning of office administration programs / activities in each fiscal year;
- 2) organisational units / units that specifically handle office administration work;
- 3) the budget allocated for office administration in each fiscal year;
- 4) the number of employees placed or assigned to office administration work;
- 5) competencies possessed by employees implementing office administration work/services and their utilization/use;
- 6) facilities/ infrastructure as well as materials and work equipment available to organize office administration work or services;
- 7) Mechanisms or SOPs for office administration work;
- 8) The level of achievement or realization of office administration programs/activities that have been determined in each fiscal year. T

these eight aspects as a whole can concretely reveal the concept of office administration efficiency as "the best comparison between "input / effort / work resources (thoughts, energy, time, space, objects / money)" with the "output / results" achieved by the office administration work.

The results showed that the efficiency of office administration in the Sub-District Office was quite good. This can be shown by several facts such as: office administration work/service activities that are always included in work/performance planning in each fiscal year, the implementation of which is

carried out by the sub-district secretariat; the existence of a budget arrangement as outlined in the budget implementation document and the achievement of its realization is quite good every year; the use of human resource potential employees according to their competence for the implementation of office administration work/services is quite optimal; the use of facilities/infrastructure and work equipment is quite optimal for the implementation of office administration work/services; and the implementation of office administration work/services runs smoothly according to the established SOP.

This research also shows that the results of office administration work in each fiscal year are good/satisfactory but not optimal. This can show that the efficiency of office administration in the sub-district office is quite good as seen from the ratio or comparison between the results of work and the sources used to achieve the results of that work.

Because it is not yet optimal, it is necessary to increase efforts in the future in terms of optimal use of existing work resources. In this regard, the principles of office administration efficiency such as the principle of planning, the principle of simplification, the principle of savings, the principle of elimination, and the principle of merging need to be carried out more effectively in the implementation of office administration at the District Office.

## CONCLUSIONS

The efficiency of office administration at the Sub-district Office is generally good but not yet optimal, seen from the realization of budget realization achievements, the use of human resource potential of employees according to competence, the use of facilities / infrastructure and equipment and supporting facilities, and the mechanisms and procedures for organizing office work.

Office administration work/service programs and activities that have been determined in work planning/government performance in each fiscal year can generally be implemented and achieve the realization of good/satisfactory results, but not yet optimal. This means that the use of work resources in the implementation of office administration work/services can provide good/satisfactory work results.

Work resources, especially the competence of human resources employees, funds / budgets, and facilities / infrastructure and work equipment still need to be improved to improve the efficiency of office administration. The principles of office administration efficiency (namely the principle of planning, the principle of simplification, the principle of savings, the principle of elimination, the principle of merging) should be applied effectively to improve office administration efficiency.

## REFERENCES

- Akadun, 2009, Administrative Information Technology, Bandung, Alfabeta.
- Gie, The Liang, et al, 2000, Encyclopedia of Administration, Gunung Agung, Jakarta.
- Gie The Liang, 1998, Modern Office Administration, Liberty, Yogyakarta.



Gibson L.J., et al, Organisation, translation, Erlangga, Jakarta.

Haryadi, H. 2009, Office Administration, Visi Media, Jakarta.

Moleong, 2006, Qualitative Research Methods, Remaja Redoskarya, Bandung.

Rohidi, R and Mulyarto, T., 1992, Qualitative Data Analysis, Jakarta: UI-Press.

Siagian, S.P. 1999, Analysis and Formulation of Organisational Policy and Strategy, Gunung Agung, Jakarta.