

## **Office administration services based on local wisdom**

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### **ABSTRACT**

Modern office administration services are a demand in today's digital transformation era. However, each region has different customs or cultures according to their local wisdom. Therefore, a true administrator figure is able to adapt in order to realize service excellence to service recipients in both the business and public sectors. Experts have adjusted office administration services through 5 (five) functions such as: 1) Managerial Functions, 2) Interpersonal, 3) Technical, 4) Routine, and Analysis or in other words the PARTNER function.

Keywords: Function Modern Office Administration; service excellence; Public and business sector.

### **INTRODUCTION**

Improving public and business services actually requires good cooperation between service recipients and service providers (Saggaf et al., 2014; Salam, 2015). Therefore, a good service strategy is needed. This is in accordance with various service theories such as service excellence, where service aims to provide service satisfaction to one another. The services provided, of course, differ from various regions, especially in Indonesia, which has a different culture from each region. Therefore, modern office administration services must be organized and run based on the local wisdom of each area (Clegg, 1990; Gie, 1992; Nigro & Nigro, 1970; Payne, 2014; Swastha & Iriawan, 2003; Wagner, 2002; Wirawan, 2021).

The administrative services intended include office administration services. As Gie (2009:13) asserts that every main job task to achieve certain goals in a government agency must be supported by office administration services (office service). Office administration functions as mentioned by (Zane K Quible, 2002), consist of: managerial, interpersonal, technical, routine, and analytical functions (MITRA function). The researcher argues that the MITRA function in Barombong District is carried out, but it is not optimal, that is, it has not been able to provide maximum service to the community. The problem of implementing the MITRA function in providing administrative services is that sometimes in carrying out job descriptions and principals based on regulations set

by the central and regional governments, it turns out that they have not used standard operating procedures (SOPs).

Improving the quality of public services is an ideal that is expected by every institution, both government and private institutions, as is the case with Barombong District. As for office administration functions that are able to provide good service, it can be seen from Quible's theory (2001:175) that explains five types of office support functions in organizational services, namely: managerial, interpersonal, technical, routine, and analytical functions. (PARTNERS function).

### **Managerial function**

(Z.K. Quible, 2001) reveals that managerial functions in organizations are related, among others, to the implementation of administrative systems and procedures of an organization. The explanation above provides an understanding that the managerial function in administrative services is related to the process of implementing administrative systems and procedures, namely the existence of efforts to create a climate of cooperation among the staff implementing administrative services, so that organizational goals can be achieved effectively and efficiently through a clear performance standard or procedure.

### **Interpersonal function**

Interpersonal function according to Quible (2001:175) is a function that requires assessment and analysis as a basis for decision making and skills relating to other people, such as coordinating a team. Improved performance in terms of interpersonal communication will encourage the performance of human resources as a whole and provide appropriate feedback on behavioral changes that are reflected in increased productivity. The explanation above shows that the interpersonal function in administrative services in Barombong District, Gowa Regency is related to the ability of the service unit to carry out effective communication and coordination.

### **Technical function**

Technical functions according to Quible (2001:175) are functions that require opinions, decisions and adequate office skills such as familiarity with some software. Technically at the District Office to archive or store existing data requires a system that is able to store systematically and easily to rediscovered. So that the system used is able to make a very meaningful contribution in the implementation of administrative services. Based on the description above, it can be stated that the technical function in

administrative services relates to the use of integrated technology to facilitate the process of providing services to the community.

### **Routine function**

Routine functions according to Quible (2001:175) are functions that require minimal thought such as recording, documenting, archiving, and others. Referring to Gie's opinion (2009:16), routine functions are related to activities of collecting, recording, processing, duplicating, send and save information. This explanation provides an understanding that administrative services are related to recording, documenting and archiving activities related to services. Thus, it can be said that the recording or notes that reflect every step of the effort taken in the context of serving the community must also describe the tidiness, speed and accuracy of office administration services.

### **Analysis function**

The analysis function according to Quible (2001:175) is a function that requires critical and creative thinking accompanied by the ability to make decisions, such as making and analyzing reports and making decisions. This system provides information about past, present and future conditions and about relevant events inside and outside the organization concerned. The description makes it clear that the analysis function in administrative services is related to the ability and knowledge to analyze community data for use in decision making. Regarding office administration functions (office support functions) in organizational services, it can be understood that in an organization there are several functions, activities and job descriptions that are different from one another. In line with this, Sukoco (2007:31) emphasizes the importance of organizations in integrating all these components in order to achieve goals.

Based on the above discussion, it can be understood that the office administration service system is an integral part of public service that plays a role in supporting the achievement of goals in improving community services. The extent to which the success of the office administration bureaucratic function is carried out in providing services depends on the success of the apparatus. the implementation of the functions and activities of the office administration service system ensures the success and achievement of organizational goals.

## **CONCLUSION**

Based on the results of the research and discussion above, regarding the Modern Office Administration Function Services, the implementation of the MITRA function includes several managerial, interpersonal, routine and analytical indicators. This illustrates that the technical function is expected to become an important concern in the

implementation of the MITRA function, especially in the provision of technology such as software, internet access and the availability of human resources that still need to be improved. In addition, local wisdom services are needed according to their respective regions.

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