

The Effectiveness of Using E-Mail Applications in the Management of Incoming and Outgoing Letters at the Makassar Religious Education and Training Centre

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Abstract. The Effectiveness of the Use of E-Mail Applications in the Management of Incoming and Outgoing Letters at the Makassar Religious Education and Training Centre Office. The information contained in a letter is very useful in future decision making as well as evidence and accountability of an organization. This research is a type of descriptive research, aiming to determine the effectiveness of the use of e-mail applications in managing incoming and outgoing letters at the Makassar Religious Education and Training Centre office. The informants in this study were the head of the Makassar BDK office, 2 archivists in charge, 2 administrative drafting staff. Data collection techniques used are observation, interviews and documentation. Data analysis techniques used are data collection, data condensation, data presentation, and conclusion/verification.

Keywords: Effectiveness, e-mail, management, incoming, outgoing

1. Introduction

In the current era of globalization, technological development is one of the most important things for human life, the number of new innovations created by humans to provide convenience in carrying out various activities causes technology to be very popular with its users. Starting from small children to adults, as well as small traders to large companies rely heavily on technology, especially the internet because it can create information and communication with a very wide range, therefore internet users can access various information spread throughout the world. Indonesia itself is one of the largest internet user countries in the world, which means that most Indonesians have started to use information and communication technology. According to Dervish, et al. (2021) "The development of information and communication technology can improve performance and allow various activities to be carried out quickly, accurately and accurately so as to increase work productivity".

The increasing development of technology actually has an impact on various fields in Indonesia, such as in the field of education, economics, transportation, as well as the field of information and communication. (Niswaty et al. 2021; Susanti, Niswaty, and Jamaluddin 2016). In this case, the field of information and communication is one of the areas affected by the touch of technology because with the existence of technology the organization's work process will be more effective and efficient. The office is the center of the organization, the center of management, the center of thought, the center of communication and the center of information. related to these opinions in an organization has a variety of activities that are interconnected with one another, then with good administration in an organization of course will be able to carry out communication and convey information quickly and precisely by using means of communication. (Arhas 2022).

Letters are one of the means of communication used to convey information from one party to another in the form of notifications, orders, requests, statements, or reports.(Niswaty et al. 2020; Saputri 2015). The important role of letters in administration is as a central source of information in order to carry out planning, analysis, policy formulation, decision making, report generation, assessment, control, and accountability as precisely as possible. Therefore, letters are very useful in the activities of organizations, companies, or agencies, both government and private. A letter is a piece of paper or more that contains a conversation (communication material) that is conveyed by one person to another, either on behalf of a person or an organization or institution or agency. In the current era of technology, it provides convenience, especially in correspondence activities(Husain, Amirullah, and Saleh 2015). Letters are very influential for the smooth running of an organization's activities in an effort to achieve goals, because apart from being used as a formal communication tool and an official and reliable source of information, letters can also keep secrets, and have legal force which is considered a benchmark for the progress or decline of an organization.

The information contained in a letter is very useful in future decision making as well as evidence and accountability of an organization(Bayram, zdemirci, and Güvercin 2013; Quible 2014). Letters that are not managed properly will pile up, scatter, be damaged or even disappear so that it becomes a problem for the organization. Therefore, it is necessary to have good mail management by utilizing technology, so as to prevent slow distribution or leakage of information that can cause losses.

The Makassar City Religious Education and Training Center (BDK) is a government agency under the auspices of the Ministry of Religion, which one of its functions is to provide education and training for administrative staff, and religious technical personnel. In carrying out office activities, especially in terms of managing incoming and outgoing letters, the Makassar Religious Education and Training Center is assisted by e-mail applications. This application works by recording all incoming mail, disposition of letters, numbering of letters and documentation of outgoing letters in digital form. The e-mail application began to be used in 2020 to help the mail management process to be more effective and efficient than manual mail management.

2. Method

In this study, researchers used a descriptive qualitative approach which tends to use more analysis. With data collection strategies, namely observation, interviews, and documentation. Moleong(2013)explained that "qualitative is research that intends to understand the phenomena of what is experienced by research subjects, such as behavior, perception, motivation, action, and others".

The research focus refers to the four effectiveness indicators according toEtzioni & Etzioni-Halevy (2013)about effectiveness indicators, namely adaptation, integration, motivation, and production. This indicator is used to determine how effective the use of e-mail applications is in managing incoming and outgoing letters at the Makassar Religious Education and Training Center office. To obtain accurate and objective research results, in collecting data, researchers used various types of primary and secondary data sources.

Data collection techniques used in this study were observation, interviews and documentation. Observations of this study were carried out directly to observe research subjects such as observing environmental behavior and certain circumstances. Furthermore, this interview was conducted to collect the necessary data through direct interviews with participants, the interview technique that will be used in this study is an unstructured interview where the researcher gives questions and is answered freely by the participants without following certain patterns. In the interviews, the researchers involved employees who were considered to clearly understand information about the

effectiveness of using e-mail applications in managing incoming and outgoing letters at the Makassar Religious Education and Training Center office. The informants from this interview were the head of the Makassar Religious Education and Training Center office, the person in charge of the archivist, and the administrator of the Makassar Religious Education and Training Center. From the results of the interviews, it is hoped that researchers can obtain facts and find out how effective the use of e-mail applications is in managing incoming and outgoing letters at the Makassar Religious Education and Training Center office. And the last is documentation by collecting documents that can be used as a reference in order to complete the data. In addition, documentation can also be in the form of photos of observations that can be evidence that research has been carried out. From the results of the interviews, it is hoped that researchers can obtain facts and find out how effective the use of e-mail applications is in managing incoming and outgoing letters at the Makassar Religious Education and Training Center office. And the last is documentation by collecting documents that can be used as a reference in order to complete the data. In addition, documentation can also be in the form of photos of observations that can be evidence that research has been carried out. From the results of the interviews, it is hoped that researchers can obtain facts and find out how effective the use of e-mail applications is in managing incoming and outgoing letters at the Makassar Religious Education and Training Center office. And the last is documentation by collecting documents that can be used as a reference in order to complete the data. In addition, documentation can also be in the form of photos of observations that can be evidence that research has been carried out.

Checking the validity of the data used by Anggito and Setiawan (Anggito and Setiawan 2018) namely: 1) Extension of observation, re-checking the previous data that has been collected to test its veracity. 2) Research persistence, reading references to research results and documents in detail on relevant phenomena and events. 3) Triangulation, researchers conducted technical triangulation by asking the same thing to informants with different techniques through interviews, direct observation and documentation. In addition, researchers also triangulate sources, namely asking the same questions to different sources/informants. 4) Member Check, checking by asking for data from informants to find out how far the truth of the data that has been provided.

Data analysis techniques using analytical models Miles et al. (2020) namely 1) Data collection, raw data collected in a study sourced from information or facts in the field, 2) Data condensation, managing observations, interviews and documentation by sorting out important data so that it is easy to understand, 3) Data presentation, carried out through the preparation of disaggregated information by focusing on the research topic in the form of text to develop results from the field, 4) Conclusion Drawing, carried out to answer the formulation of the problem in the research.

3. Results and Discussion

The Makassar City Religious Education and Training Center (BDK) is a government agency under the auspices of the Ministry of Religion, which one of its functions is to provide education and training for administrative staff and religious technical personnel. In carrying out office activities, especially in terms of managing incoming and outgoing letters, the Makassar Religious Education and Training Center is assisted by e-mail applications. This application works by recording all incoming mail, disposition of letters, numbering of letters and documentation of outgoing letters in digital form. To find out an overview of how effective the use of e-mail applications is in managing incoming and outgoing letters at the Makassar Religious Education and Training Center office. So the researchers processed and presented the data that had been obtained during the research using observation, interviews, and documentation techniques which were presented in descriptive form by adjusting the grand theory used,

namely the theory put forward by Mangkunegara regarding the causes of work stress which was divided into 4, namely: workload, work time, feedback, and responsibilities. The description of the results of data analysis obtained during the research process is as follows:

3.1 Adaptation

Adaptation is a person's ability to adapt to his environment. For this reason, it is necessary to have training for all employees before operating the e-mail application so that employees can adjust and improve their ability to operate the application before this application is implemented.

Regarding adaptation in operating e-mail applications at the Makassar Religious Education and Training Center office, Mrs. Juhrah as the Head of the Makassar Religious Education and Training Center stated that:

Regarding adaptation in operating the e-mail application at the Makassar Religious Education and Training Center, three times BIMTEK (Technical Guidance) training was conducted by CV Bukaka Karya Mandiri as well as the party who made the e-mail application. This BIMTEK training is conducted to equip employees on how to operate e-mail applications and electronic-based mail management. With this training, it is very influential in improving the technical skills of employees and their efforts to adapt to electronic-based mail management. However, not all employees' abilities are the same in operating e-mail applications, although several trainings have been held, there are still employees who are not proficient in using this application. (interview 12/05/2022)

With regard to the adaptability of e-mail application users, Mr. Amril Shadiq as the e-mail application admin stated that:

In operating the e-mail application itself, it is very simple and easy to understand, coupled with job training, namely technical guidance before using this application, it will simplify the work process of the application. In addition, correspondence activities or letter numbering and others are processed faster because they are application-based. The obstacle when operating this application is that there have been several errors when taking the backward letter number, for example, the letter number has jumped from several previous numbers. But usually can be tricked by taking a number on another day that the number can come out. (interview 13/05/2022)

However, this is different from the statement submitted by Mrs. Rosnaeni as the person in charge of the archivist who stated that:

Because the ability to use computers is still very limited, so when operating this application, it is often experienced, although training has been held before the e-mail application is implemented, but because of the many steps that must be taken when managing mail according to the needs of the letter, it makes the features in the application difficult to implement. Therefore, until now in the management of letters, they still need help from other colleagues to assist in completing tasks. (interview 12/05/2022).

Based on the results of interviews and direct observations, the researchers concluded that the ability to adapt in operating e-mail applications at the Makassar Religious Education and Training Center, some employees have been able to adapt to electronic-based mail management because of training in the form of technical guidance by CV Bukaka Karya Mandiri which was carried out before using the application. the. Making it easier to operate the e-mail application. However, there are still employees who cannot operate e-mail applications properly because the ability to use computers is still limited and there are many stages that are difficult to understand and sometimes

errors occur when following up on incoming or outgoing letters so that correspondence activities on The Makassar Religious Education and Training Center office is only centered on the admin where this will hinder office work. This shows that the work ability of employees varies in application-based or electronic mail management.

3.2 Integration

Integration itself is how the organization's ability to conduct socialization regarding the application of e-mail to employees. In order for the use of e-mail applications to be accepted at the Makassar Religious Education and Training Center office, it is necessary to conduct socialization regarding the application of the application to employees so that the benefits of using e-mail applications in mail management can be known.

In this regard, Mrs. Juhrah as the Head of Makassar Religious Education and Training Center stated that:

One form of socialization carried out at the Makassar Religious Education and Training Center was to invite a team from CV Bukaka Karya Mandiri, to discuss the usefulness of this application with employees related to mail management. Through this step, employees can find out the uses and benefits of the application. (Interview 12/05/2022).

Furthermore, Mrs. Nurhidayah Putri as the organizer of the education and training administration also said that:

The form of socialization that is applied in using this application is by holding a meeting for all employees with the aim of introducing e-mail applications in mail management by explaining a little description and advantages when using this application. (interview 13/05/2022)

Based on the results of interviews, researchers can conclude that the Makassar Religious Education and Training Center office has socialized the application of e-mail applications to all employees related to mail management carried out by CV Bukaka Karya Mandiri. In addition, employees have also felt a great influence in the use of e-mail applications because this application can be used anytime and anywhere so as to facilitate the work process and can be completed quickly. This shows that the Makassar BDK has been effective in terms of socialization and the use of e-mail applications.

3.3 Motivation

According to the motivation in this case is the attachment and relationship between employees and their organization in the completeness of the facilities for carrying out the tasks and functions of the organization so that it can run well. The organization is certainly run by employees who work, so it is necessary to have complete facilities to support the operation of the e-mail application, so that it can increase motivation to work and complete tasks and functions properly.

In this regard, Mr. Amril Sadiq as the admin of the e-mail application stated that: Facilities to support the operation of the e-mail application have been provided with a Wi-Fi network, computers, print, scanner, paper, and others including AC, with complete facilities effect on work comfort so as to increase motivation and morale in completing tasks. However, usually in operating the application I prefer to use a personal laptop so that it can be accessed at any time even though I have an assignment out of the office so that the work can be completed. (interview 13/05/2022).

Furthermore, Mr. Elfagani Mahmud, as the administrator of the administration, stated that:

BDK Makassar is equipped with a smooth Wi-Fi network and air conditioning in every workspace to make it easier for employees to access various things at work, and feel comfortable at work and there are several computers. However, some employees prefer to use a personal laptop in carrying out their duties because if there is work that cannot be completed at the office, they can complete it at home or anywhere without the hassle of having to move files from a computer to a laptop.

Based on the results of interviews and direct observations, researchers can conclude that BDK Makassar has provided complete facilities to support the operational use of e-mail applications and other work to all employees, so that employees can complete their work very well. This shows that having complete office facilities is one of the main factors in increasing employee motivation.

Production is a measurement of organizational effectiveness associated with the quality of output and the intensity of an organization's activities. The role of effectiveness in an application-based correspondence system is one of the most important factors in the long-term success of an organization. The success is measured in the form of achieving organizational goals.

3.4 Production

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Regarding the production of the effective use of e-mail applications at BDK Makassar by Mrs. Juhra as the head of the Makassar Religious Education and Training Center stated that:

Regarding the accuracy of the target use of the e-mail application, of course it is right on target because this application is beneficial for employees and all users including this office in handling correspondence activities, this application is designed with various mail handling features according to BDK Makassar needs which can be accessed anytime and anywhere. anywhere by employees. Letters can be sent quickly through the internet network so that information can be received by the destination more quickly and get feedback quickly and receive a reply, with that there is no need to bring the letter to the post office or via courier where you have to wait several days for the letter to arrive at its destination.

The same thing was also expressed by Mr. Amril Sadiq as the admin of the e-mail application stating that:

The use of e-mail applications in mail management has been very well targeted at BDK Makassar because of the presence of this application correspondence activities are carried out with an electronic system so that it saves time, energy, and budget costs, as well as guaranteed mail security because all data is stored on a gated server and have access rights so that not everyone can access them. When using a manual system, searching archives is very time consuming, cannot monitor mail outside the office and requires a large filing space.

Based on the results of these interviews, it can be concluded that BDK Makassar in terms of production in achieving the success and accuracy of targeting the use of e-mail applications has been effective, it can be seen from the application of e-mailing applications that provide a lot of convenience in terms of energy, time, and cost. or the budget for employees and the Makassar BDK office itself in terms of correspondence.

Discussion

3.1 Adaptation

According Adaptation can be seen from the success of an organization in adjusting to changes that occur both from within the organization or outside the organization. In organizations employees are required to be able to accept and adapt wherever they are, this is done to make it easier to achieve goals, it can also be seen from the definition of adaptation put forward by the ability to adapt in the workplace as a set of skills that includes a person's ability to adapt to changes in their environment. . Being able to adapt means being able to respond to changes quickly.

Based on the results of data analysis in the general section of the Makassar Religious Education and Training Center office, that description of the ability to adapt in using e-mail applications, in this case the employees in charge of mail management, has not been categorized as effective in adapting to the new system implemented, this can be seen there are still employees who are less able to use computers or laptops so that it has an impact on the operation of e-mail applications where in completing correspondence activities requires employees to use computers and the lack of training to employees about e-mail applications. According to Wahyuningsih in Ahiruddin, Elina, and Hulami (2020, p. 23): Training for employees is absolutely necessary for the creation of high work productivity.

3.2 Integration

Integration is the organization's ability to conduct socialization and communication in the form of an introduction to the e-mail application to employees so that they can know the functions and benefits of this application. According to (Arhas & Suprianto(2020)that an organization can carry out its operational activities well if the people in it interact or work together in realizing the effectiveness of the organization's information system. To create good cooperation, communication is very necessary because if the effectiveness of management information systems can be realized then by itself good cooperation can be created.

Based on the results of interviews with several employees in the general section of the socialization applied by the Makassar Religious Education and Training Center to employees, it has been considered very effective, it can be seen from the official website of BDK Makassar which shows the use of the application in correspondence activities and before this application was implemented and carried out. training, the BDK office conducted socialization in the form of meetings for all employees to introduce this application in digital/electronic mail management.

3.3 Motivation

Motivation is related to the attachment and relationship between employees and their organizations, in this case the completeness of facilities for employees with complete facilities can increase the enthusiasm and motivation of employees in operating e-mail applications so that the tasks and functions of the organization can run well. Organizations are basically run with several employees, so performance appraisal is actually an assessment of employee behavior in carrying out tasks with complete facilities that can increase employee motivation in the organization. According to Imbron(2020)with

high motivation can make employees enjoy their work, work without the element of compulsion and produce a high quality of work.

Based on the results of the analysis of employee motivation data related to the completeness of the facilities provided in completing their tasks, this can be seen from the availability of a Wi-Fi network to support the operational use of e-mail applications, scanners, paper computers, air conditioners to provide employee comfort in working. .

3.4 Production

Production is a measurement of organizational effectiveness associated with the number of organizations and the quality of organizational output and the intensity of an organization's activities. Effective mail management is one of the most important factors in the long-term success of an organization. success is measured in the form of achieving organizational goals/targets. According to Rifdan et al., (2022) the achievement of targets or targets is seen from the extent to which the targets are set by the organization and are well realized. This can be seen from the extent to which the implementation of organizational goals in achieving the targets in accordance with the goals set.

Based on the results of data analysis related to the effective application of e-mail, it can be seen from this application that it provides a solution to the weakness of manual letters which makes it easier for employees to complete the tasks of employees because they can be accessed anywhere and anytime even though they have official assignments outside the city or are unable to come to the office. still able to meet the needs of other employees and provide services in terms of correspondence, as well as easy mail delivery which only uses the internet network so that it greatly saves the cost of paper budgets, envelopes, and postage costs. This shows that the success in implementing the e-mail application is right on target.

4. Conclusion

Based on the results of the research and discussion that have been described, it can be concluded that the effectiveness of the use of e-mail applications at the Makassar Religious Education and Training Center is in the category of already effective, but not yet fully. This can be seen from the four criteria for evaluating the effectiveness of e-mail applications, namely adaptation, integration, motivation, and production. It was found that the factors that influence the use of e-mail applications have not been fully effective because they are found in the adaptability of some employees at the Makassar Religious Education and Training Center office in using computers or laptops which are still very limited so that it is difficult to make adjustments in the operation of electronic-based e-mail applications that require the user is dealing with a computer or laptop. Meanwhile, the integration in terms of the organization's ability to conduct socialization about the application of e-mail is classified as effective. Furthermore, the motivation in terms of the completeness of facilities for employees in order to increase motivation so that a sense of enthusiasm and comfort arises in completing their duties belongs to the effective category. Production in terms of the success and accuracy of targeting the use of e-mail applications at the Makassar Religious Education and Training Center office is in the effective category.

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