Optimizing the Application of Office Automation at the DPRD Secretariat of South Sulawesi Province

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Abstract. Along with the development of science and technology (IPTEK), the role of information systems in an organization or office is no longer in doubt. Information system support can make an office have a competitive advantage. This study aims to determine the optimization of the application of office automation at the DPRD Secretariat of South Sulawesi Province. Data collection techniques used are observation, questionnaires and documentation. The data analysis technique used is descriptive percentage and distribution analysis. The results showed that the Optimization of the Application of Office Automation at the Secretariat of the DPRD of South Sulawesi Province was in the very good category in terms of Microsoft Word indicators, which were in the very good category including the ease of employees in managing documents. Microsoft Excel indicators are in the very good category including providing convenience in terms of word processing. The Microsoft Outlook indicator is in the good category in terms of optimizing the performance of employees with a work schedule. The Microsoft PowerPoint indicator is in a good category in this case the presentation can facilitate information and the Publisher Indicator is in a good category in this case increasing competitiveness through promotions/advertising. This research can be used as a reference in the application of office automation because previous research only focused on the performance of office employees.

Keywords: Optimization, deployment, office automation.

1. Introduction

Every office or organization wants its goals to be achieved properly and satisfactorily, it is required to be able to complete its tasks effectively and efficiently. It is said to be effective if the targets achieved are in accordance with predetermined policies and program plans. While efficient itself if all the facilities needed to achieve these goals are relatively smaller than the results achieved (Akib et al., 2022; Arhas, 2022; Pratiwi et al., 2019). In order for the goals of an organization to be achieved, every organization or office must have good systems and procedures in managing and supervising all activities in the organization or office.

The office is the center of all employee activities in carrying out their activities (Asriel et al., 2016). Good office administration will certainly be able to provide fast and precise information and be able to launch office activities and a good office administration system will facilitate and expedite the implementation of the main work in achieving the office’s goals.

Along with the development of science and technology, the role of information systems in an organization or office is no longer in doubt. Information system support can make an office have a competitive advantage. Nowadays, information technology is rapidly growing, the existence of information systems also plays an important role in an organization or office in order to compete with other organizations or offices in the current era of globalization.

An office in developing data processing requires a speed in processing data into information. Because after all we are required to provide the best in the most efficient time possible so that it can provide satisfaction, both for the office and the office’s customers.

One of them is office automation which also provides facilities for daily information processing tasks in offices and business organizations. According to Sedarmayanti
Automation is a way of carrying out procedures and work procedures automatically with a comprehensive and efficient use of machines or machines, so that existing materials and resources can be utilized. Through office automation, office functions become more effective and efficient. Thus the office will be easier if it is done with a clear machine or system.

The DPRD Secretariat is an element of service to the DPRD. The DPRD secretariat is led by a secretary who is responsible to the DPRD leadership and is administratively fostered by the regional secretary. All administrative service activities to DPRD members, carrying out all efforts and activities in holding meetings, household management and DPRD finances are managed by the secretariat. One of the sections that has the densest activity is the Equipment section. Where the equipment section itself functions to prepare work plan materials, general policy formulation materials and operational technical guidance for DPRD secretariat administration, implementation of administrative and staffing development and implementation of evaluation control and reporting of the general section and equipment.

2. Method

The variable in this study is a single variable, namely the optimization of the application of office automation in the secretariat of the DPRD of South Sulawesi province. The approach used in this research is quantitative. With this type of descriptive research, as Sugiyono (2019) said, "Descriptive problems are problems with independent variables both on only one or more variables (stand-alone variables), researchers do not make comparisons of one variable to another sample, only look for the relationship of one variable with other variables."

To measure this variable using a questionnaire instrument using a Likert scale based on variable indicators. The population is all people in an organization according to the specified characteristics which is a source of information to answer research problems. The population of this study is staff at the Secretariat Office of the DPRD of South Sulawesi Province with a total staff of 134 employees.

The sample is part of the population, or it can also mean part of a number of residents whose numbers are less than the population. The sample is part of the number and characteristics possessed by the population. Because the population in this study was more than 100 employees, the researchers conducted a sampling with the total population taken as much as 30% so that the sample in this study was 40 respondents. The sampling technique used is simple random sampling. The data collection techniques used in this study were observation, questionnaires, interviews and documentation (Sugiyono, 2017).

One activity that is quite important in the research process is data processing. With data processing, it can be seen the meaning of the data that has been collected so that the results of the study can be immediately known. The data analysis technique used in this study is descriptive statistical analysis, for that the data analysis technique used is percentage analysis by presenting each question to determine the optimization of the application of office automation at the secretariat of the DPRD of South Sulawesi province.

3. Results and Discussion

The data presented in this study is data from the results of the percentage of questionnaires that have been given to 40 respondents who became the research sample which aims to find out an overview of optimizing the application of office automation at the secretariat of the DPRD of South Sulawesi province, described as follows:
3.1 Microsoft Word

Microsoft Word is an application to process data that can be used to support performance related to documents, text, or writing, for example to create papers, journals, reports, and so on. The results of data processing regarding the Microsoft Word indicators are:

<table>
<thead>
<tr>
<th>No. Items</th>
<th>Frequency</th>
<th>Value x Frequency</th>
<th>Amount</th>
</tr>
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<tbody>
<tr>
<td>1</td>
<td>195</td>
<td>145</td>
<td>189</td>
</tr>
<tr>
<td>2</td>
<td>270</td>
<td>105</td>
<td>184</td>
</tr>
<tr>
<td>3</td>
<td>215</td>
<td>100</td>
<td>177</td>
</tr>
</tbody>
</table>

Source: Research data processing, 2021

To find out the level of optimization of the application of office automation at the secretariat of the DPRD of South Sulawesi province by looking at the results of the Microsoft Word indicator, the formula is used:

\[
% = \frac{n}{N} \times 100
\]

\[
% = \frac{550}{3 \times 5 \times 40} \times 100
\]

\[
% = \frac{550}{600} \times 100
\]

\[
% = 91.66\%
\]

Based on the observations and results of data analysis above, it shows that the Microsoft Word indicator is included in the very good category with the results obtained by 91.66 percent in the 81% - 100% category. It was observed that employees at the secretariat of the DPRD of South Sulawesi province had understood the application of microsoft word for work purposes, but based on the results of data processing there were also respondents who did not use microsoft word, this was because there were still some employees in the DPRD secretariat office who were clueless (technological stuttering). so that loading employees is a bit stiff in its use.

3.2 Microsoft Excel

Microsoft Excel is generally known as number processing software or can be said to be a sheet application program that functions to process data automatically such as calculations, formulas, use of functions, tables, graphing and data management to create information data used in decision making. The results of data processing regarding the Microsoft Excel indicators are:
To find out the level of optimization of the application of office automation at the secretariat of the DPRD of South Sulawesi province by looking at the results of the Microsoft Excel indicators, the formula is used:

\[ \% = \frac{n}{N} \times 100 \]

\[ \% = \frac{1204}{7 \times 5 \times 40} \times 100 \]

\[ \% = \frac{1204}{1400} \times 100 \]

\[ = 86\% \]

Based on the results of observations and results of data analysis above, it shows that the Microsoft Excel indicators are included in the very good category with the results obtained by 86 percent in the 81% - 100% category. It was observed that employees at the secretariat of the DPRD of South Sulawesi province had understood the application of Microsoft Excel for work purposes, but based on the results of data processing there were also respondents who did not use Microsoft Excel because there were still some employees in the DPRD secretariat office who were old so they were a bit stiff in using Microsoft Excel.

3.3 Microsoft Outlook

Microsoft Outlook is a desktop information management program that can help you create and perform many activities, including sending e-mail messages, creating work schedule calendars, creating reminders, saving other users' biodata and so on. The results of data processing regarding the Microsoft Outlook indicators are:

Table 3: Respondents' Answers to the Microsoft Outlook Indicator

<table>
<thead>
<tr>
<th>No. Items</th>
<th>Frequency</th>
<th>Value x Frequency</th>
<th>Amount</th>
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<tbody>
<tr>
<td>11</td>
<td>3</td>
<td>14 2 1</td>
<td>15 56 63 4 0</td>
</tr>
<tr>
<td>12</td>
<td>11</td>
<td>17 0 1</td>
<td>55 44 51 0 1</td>
</tr>
</tbody>
</table>

Amount: 289

Source: Research data processing, 2021
Microsoft Outlook indicator, the formula is used:

\[ \% = \frac{n}{N} \times 100 \]

\[ \% = \frac{289}{2 \times 5 \times 40} \times 100 \]

\[ \% = \frac{289}{400} \times 100 \]

\[ = 72.25\% \]

Based on the observations and results of data analysis above, it shows that the Microsoft Outlook indicators are in the good category with the results obtained by 72.25 percent in the 61% - 80% category. It was observed that employees at the secretariat of the DPRD of South Sulawesi province had understood the application of Microsoft Outlook for work purposes, but based on the results of data processing there were also respondents who did not use Microsoft Outlook because there were still some employees in the DPRD secretariat office who were lacking in technology so they were rather rigid in their use. Microsoft Outlook.

### 3.4 Microsoft PowerPoint

PowerPoint is an application program from Microsoft that can be used to make presentations, either to conduct a meeting or to plan other activities, including being used as a medium of learning in schools. The results of data processing regarding the Microsoft PowerPoint indicators are:

<table>
<thead>
<tr>
<th>No. Items</th>
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<th>Value x Frequency</th>
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</tr>
<tr>
<td>17</td>
<td>4</td>
<td>7</td>
<td>20</td>
</tr>
</tbody>
</table>

Source: Research data processing, 2021

To determine the level of optimization of the application of office automation at the secretariat of the DPRD of South Sulawesi province by looking at the results of the Microsoft PowerPoint indicator, the formula is used:

\[ \% = \frac{n}{N} \times 100 \]

\[ \% = \frac{866}{5 \times 5 \times 40} \times 100 \]

\[ \% = \frac{866}{1000} \times 100 \]

\[ = 86.6\% \]
Based on the results of observations and results of data analysis above, it shows that the Microsoft PowerPoint indicator is included in the very good category with the results obtained by 86.6 percent being in the 81% - 100% category. It was observed that employees at the secretariat of the DPRD of South Sulawesi province had understood the application of Microsoft PowerPoint for work purposes but based on the results of data processing there were also respondents who did not use Microsoft PowerPoint because employees at the DPRD secretariat office rarely used the application so that the employees were a bit stiff in its use.

3.5 Microsoft Publisher

Microsoft Publisher is a program part of Microsoft Office. Ms Publisher is a desktop publishing application that can help to create desktop publishing (documents that use page layout skills) that are quality and easy to share. The results of data processing regarding the Microsoft Publisher indicators are:

<table>
<thead>
<tr>
<th>No.</th>
<th>Items</th>
<th>Frequency</th>
<th>Value x Frequency</th>
<th>Amount</th>
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<tbody>
<tr>
<td>18</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
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<tr>
<td>19</td>
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<tr>
<td>20</td>
<td>14</td>
<td>16</td>
<td>10</td>
<td>0</td>
</tr>
</tbody>
</table>

Source: Research data processing, 2021

To determine the level of optimization of the application of office automation at the secretariat of the DPRD of South Sulawesi province by looking at the results of the Microsoft Publisher technology indicator, the formula is used:

\[\% = \frac{n}{N} \times 100\]

\[\% = \frac{451}{3 \times 5 \times 40} \times 100\]

\[\% = \frac{451}{600} \times 100\]

= 75.16%

Based on the observations and results of data analysis above, it shows that the Microsoft Publisher indicator is included in the good category with the results obtained by 75.16 percent in the 61% - 80% category. It was seen that employees at the secretariat of the DPRD of South Sulawesi province had understood the application of Microsoft Publisher for work purposes, but based on the results of data processing, there were also respondents who did not use Microsoft Publisher because there were still some employees in the DPRD secretariat office who were lacking in technology so they were rather rigid in their use. Microsoft publisher.
Discussion

3.1 Microsoft Word

Microsoft Word is a Microsoft computer software (application) that is used to process office data in the form of words. Microsoft Word is currently the most widely used word processing software by computer users around the world. When compared to other word processing software, Microsoft Word allows users to combine not only words, but also pictures and diagrams. The advantages possessed by Microsoft Word help shorten the time in doing tasks. Another advantage of Microsoft Word is that it helps perfect the writing on the document (Ahadia et al., 2021).

The main function of Microsoft Word is as a software or word processing program for the user. Lots of easy-to-understand and complementary word processing features (tools) included in Microsoft Word (Ahadia et al., 2021). Users just need to use operations using the tool to create word documents according to their wishes. Microsoft word has provided enormous benefits for the world of technology that continues to develop, in terms of word processing used for productive, educational activities and various other things that require powerful word processing applications such as Microsoft word 2013.

This is related to the expert opinion regarding the Microsoft word indicator that the use of Microsoft word by employees in the Secretariat office The DPRD of South Sulawesi Province has been very good because it is able to make it easier for employees to manage documents. Although some employees still do not take advantage of office automation, one of them is using document management.

3.2 Microsoft Excel

Microsoft Excel is a number processing program that can be filled in quickly and large numbers can be abbreviated so that they are easier to read. Entering data does not have to be manual but can be replaced with buttons, besides that it requires a format so that the table looks attractive and interactive. Filling in a table that is commonly done by excel users is by typing, pulling the fill handle for data sequences, using formulas or functions which are also known as formulas (Ariffin, 2019).

Microsoft Excel has several advantages over other software, such as numbers and graphs, logical formulas, a programming language, easy to program and wide availability on every computer (Multazam et al., 2021; Yusri et al., 2020). Microsoft Excel has various facilities and buttons to fill in data so that these facilities can be used effectively, efficiently and of course the data tables can be interesting and interactive. The facilities in question are data validation, option buttons, scroll bars, check boxes, and conditional formatting.

Based on the results of this study from several respondents’ answers that the use of Microsoft excel has been used very well, this proves that with the existence of Microsoft Excel number processing activities, especially in the finance section of budget facilities, can facilitate the work of employees in managing or inputting all financial activities in the Secretariat office. South Sulawesi Provincial DPRD.

3.3 Microsoft Outlook

According to Pratiwi, Microsoft Outlook is an information management desktop program that can help you create and perform many activities, including sending messages via e-mail, creating work schedule calendars, creating reminders, saving other users’ biodata and so on. (I., 2022). Microsoft Office Outlook is a personal information management application from the Microsoft office suite. This application is usually used to send and read (email). However, this application also has functions such as notes,
journals, calendars, and shared schedules when combined with a Microsoft exchange server.

Based on the results of research on respondents' answers that the use of Microsoft Outlook has been used well, it is proven that the presence of an email feature greatly simplifies the steps of employees in terms of sending documents to clients and does not have to be done manually anymore. Meanwhile, Microsoft Outlook with a work schedule feature also provides convenience for employees because they can optimize work productivity in their respective divisions.

3.4 Microsoft PowerPoint

Microsoft PowerPoint is a computer program for presentations developed by Microsoft in their office suite of applications. This application is very widely used, especially by offices and business people, educators, students, and trainers. PowerPoint is an application program from Microsoft that can be used to make presentations, both for conducting a meeting or planning other activities (Ahadia et al., 2021).

Microsoft PowerPoint is very helpful for presenters in conveying information. Another advantage of this application is that it provides visual effects, is easy to share, is equipped with various tools, and can be used for collaboration with teams or groups (Ahadia et al., 2021).

Based on the results of the respondents' answers about Microsoft PowerPoint, it is very good, because if a meeting is held, Microsoft PowerPoint is a means to make presentations easier. This Microsoft PowerPoint can also help section heads so that the information conveyed is more easily understood by the audience, according to respondents that employees will understand more quickly if the presentation is presented using Microsoft PowerPoint because it is simpler especially if it is accompanied by pictures such as financial reporting and etc.

3.5 Microsoft Publisher

Microsoft Publisher is a part of Microsoft Office. Ms Publisher is a desktop publishing application that can help to create quality and easy to share desktop publishing (documents using page layout skills) (N, 2022; Ushud, 2020). Microsoft publisher is often used for office purposes in the form of monthly or annual tabloids that are able to provide interactive information.

Based on the results of respondents' answers that the use of Microsoft publishers has been used well, this is evidenced when employees at the secretariat use office automation applications, especially application publishers that are used by employees to facilitate work related to competitiveness through promotions including making posters, banners for employees, council members and can also make employee business cards, especially at the DPRD Secretariat of South Sulawesi Province.

3.6 Attention

Every employee has a different character from one another. They need great attention from their own leaders. This research is in line with and is relevant to Satriani's research which states that "leaders who successfully give great attention to employees will be able to create good discipline. Leaders will always be respected and appreciated by employees, so it will have a big influence on employee morale." (Satriani, 2019).

Based on the observations, the researchers confirmed that the attention of the leadership of the Sinjai Regency DPRD Secretariat was good. This can be seen where a leader always pays attention to his employees, in this case the leader needs to show his willingness to listen to the complaints and difficulties of employees in carrying out their duties and responsibilities and find solutions or solutions, so that leaders can know
the abilities of employees and can assign tasks to employees. employees according to their abilities. And the leader will be able to guide employees so that mistakes and mistakes do not occur in carrying out office work properly and with discipline.

4. Conclusion

Based on the results of research on optimizing the application of office automation at the secretariat of the DPRD of South Sulawesi province, it can be categorized as good, this can be seen from the results of each indicator, namely Microsoft Word, Microsoft Excel, Microsoft Outlook, Microsoft Power Point, and Microsoft Publisher. From the five indicators, on average, they get very good results, so it can be concluded that the staff at the secretariat of the DPRD of South Sulawesi province already have a good level of quality in the application of office automation.

References


