Assessing the Impact of Electronic Correspondence System on Administrative Efficiency at the General Bureau of the Regional Secretariat of Lampung Province

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ABSTRACT

This study evaluates the effectiveness of electronic-based correspondence services at the General Bureau of the Regional Secretariat of Lampung Province, focusing on time management, service output, and work quality. Despite the functionality of the system, its performance is hindered by inadequate infrastructure, frequent power outages, and insufficient technical support. The analysis reveals that delays in service delivery are prevalent due to these challenges, affecting the overall efficiency and reliability of the system. Additionally, variations in work quality among staff, stemming from gaps in training and support, further impact service effectiveness. The study emphasizes the need for infrastructure upgrades, improved technical support, and comprehensive staff training to enhance the overall performance of electronic-based services. Addressing these areas is crucial for achieving more consistent and efficient administrative processes.

Keywords: *Electronic-based Correspondence, Administrative Efficiency, Time Management, Service Output, Work Quality*

Introduction

In recent years, the integration of information and communication technologies in public administration, commonly referred to as e-Government, has become a cornerstone for enhancing service delivery and governance (Baeuo et al., 2016; Chandra et al., 2022; Mapanoo & Caballero, 2018). The adoption of electronic-based systems is intended to streamline administrative processes, improve transparency, and boost efficiency (Batool et al., 2021; Farida et al., 2018; Mustaf et al., 2020; Riany, 2021). Despite these advancements, significant challenges remain in the effective implementation and utilization of such systems (Arief et al., 2021; Dema et al., 2021; Ming et al., 2018; Nugroho et al., 2023). This study focuses on evaluating the effectiveness of electronic-based correspondence services at the General Bureau of the Regional Secretariat of Lampung Province, with the goal of identifying the factors influencing their performance.

The effectiveness of e-Government systems can be assessed by how well they achieve desired public outcomes (Hardiyansyah et al., 2020; Ramli et al., 2018; Razak et al., 2021). Effectiveness, as defined by (Barusman, 2024; Napitupulu et al., 2018; Singh et al., 2020), pertains to how well organizational tasks are completed and the extent to which outputs meet expectations. If a task is executed according to plan, both in terms of time and quality, it is considered effective (Niswaty et al., 2019; Rinaldy et al., 2024; Shukree et al., 2020). This perspective highlights that organizational effectiveness encompasses not only goal achievement but also the satisfaction and welfare of its members (Kifordu & Ogala, 2020; Ugoani & Nkeobuna, 2020). Organizational effectiveness is further evaluated by employee perspectives, such as the perceived benefits to their well-being and the morale and cohesion within the organization (Barusman et al., 2024; Dewi et al., 2023; Kundi et al., 2020)

Despite the growing body of literature on e-Government and service effectiveness, there remains a notable gap in understanding the practical challenges and limitations faced by specific administrative units in implementing electronic-based services (Haerofiatna & Chaidir, 2023; Manoharan et al., 2023; Palupi Prabandari, 2022). While existing studies often emphasize technological advancements and their general impacts on governance, there is limited insight into the real-world application and operational issues that affect these systems at a granular level (Elgohary & Abdelazyz, 2020; Perdana et al., 2024; Riany, 2021).

This research aims to bridge this gap by providing a detailed analysis of the effectiveness of electronic-based correspondence services at the General Bureau of the Regional Secretariat of Lampung Province. The study will dimensions for measuring effectiveness—time, output, and quality—to evaluate these services. By addressing both the practical challenges and the theoretical aspects of effectiveness, this study seeks to offer a comprehensive understanding of how electronic correspondence systems impact administrative efficiency and identify key factors influencing their success.

Methodology

This research employs a qualitative descriptive analysis to explore the effectiveness of electronic-based correspondence services. The qualitative approach is chosen due to its suitability in providing nuanced insights into complex processes and understanding the contextual factors influencing service delivery. Data were collected through interviews with key personnel at the General Bureau of the Regional Secretariat of Lampung Province, supplemented by a review of relevant documents and observations of service practices.

The qualitative data were analyzed to identify themes related to the effectiveness of the services, focusing on dimensions such as time management, service output, and work quality (Edy et al., 2020; Herawati, 2022; Rengifurwarin, 2022). This approach allows for a comprehensive understanding of the factors that support and hinder the effectiveness of electronic-based correspondence services, providing a detailed view of the current challenges and areas for improvement (Sameer, 2024; Virgawenda et al., 2016).

Result and Discussion

Results

The analysis of the electronic-based correspondence services at the General Bureau of the Regional Secretariat of Lampung Province reveals that, while operational, these services are not functioning at an optimal level. This inefficiency can be attributed to several key factors affecting time management, service output, and work quality.

Time Management is a critical area where the electronic-based system falls short. The analysis indicates that the system's effectiveness is significantly undermined by inadequate infrastructure and resources. Frequent power outages and insufficient technical support have been identified as major issues. These factors contribute to delays in service delivery, as the system struggles to operate efficiently under these conditions. Staff and management interviews confirm that the lack of reliable infrastructure impedes the unit's ability to provide timely services. The interruptions caused by power outages, coupled with limited technical support, compromise the overall efficiency of the correspondence services, resulting in a noticeable lag in service provision.

Service Output is another area where the electronic-based correspondence system demonstrates weaknesses. The study highlights that the system's performance is inconsistent, primarily due to frequent disruptions such as power outages and technical malfunctions. These issues lead to delays in processing correspondence, affecting the reliability and timeliness of the services provided. The analysis underscores the necessity for upgrading both infrastructure and technical support to address these issues. Without improvements, the system will continue to struggle with service reliability, impacting the overall effectiveness of the correspondence services.

Work Quality also presents a significant concern. Despite efforts to enhance staff capabilities through training, the quality of service remains suboptimal. The disparity in performance among staff members is evident, with some employees performing at a high standard while others encounter difficulties due to varying levels of expertise and insufficient support resources. Interviews with staff reveal that inadequate training and technical resources contribute to the inconsistency in service quality. The lack of a standardized level of expertise among employees, coupled with limited technical support, adversely affects the overall quality of the correspondence services. This disparity highlights the need for a more robust training program and better support systems to ensure a uniformly high standard of service delivery.

In summary, the analysis indicates that while the electronic-based correspondence services are functional, they are plagued by issues related to time management, service output, and work quality. Addressing these challenges through improved infrastructure, technical support, and staff training is essential to enhance the overall effectiveness and efficiency of the correspondence services at the General Bureau of the Regional Secretariat of Lampung Province.

Discussion

The analysis of electronic-based correspondence services at the General Bureau of the Regional Secretariat of Lampung Province highlights several critical areas where the system's performance is suboptimal, reflecting challenges identified in prior studies on e-Government systems (Arief et al., 2021; Dema et al., 2021; Ming et al., 2018). This discussion delves into these issues, exploring their underlying causes and implications for service delivery, and offering insights into potential solutions.

Time Management emerges as a significant concern in the effectiveness of electronic-based correspondence services, consistent with previous findings on the impact of infrastructure limitations on e-Government implementation (Batool et al., 2021; Riany, 2021). The persistent issue of inadequate infrastructure, compounded by frequent power outages, severely impacts the system's ability to manage time efficiently. Delays in service delivery, as observed through staff and management interviews, suggest a systemic problem that extends beyond simple technical glitches (Mustaf et al., 2020). Power outages disrupt the continuous operation of the system, leading to interruptions that extend processing times and delay correspondence handling. Moreover, the lack of sufficient technical support exacerbates these issues, as there is insufficient assistance available to address problems promptly (Baeuo et al., 2016). This situation hampers the timeliness of service delivery and affects

overall administrative efficiency. Addressing this issue requires significant investments in infrastructure upgrades, ensuring a stable power supply, and improving technical support mechanisms to enhance the system's resilience against disruptions.

Service Output is another critical dimension where the system's effectiveness falls short, echoing concerns raised by previous research on the inconsistency of e-Government systems in certain regions (Chandra et al., 2022; Mapanoo & Caballero, 2018). Frequent system malfunctions and power disruptions lead to inconsistent and delayed processing of correspondence, undermining the reliability of the service (Mustaf et al., 2020). The analysis indicates that while the system has the capacity to handle correspondence, its performance is frequently compromised by technical issues. To mitigate these problems, it is essential to focus on strengthening the technical infrastructure and ensuring that reliable support systems are in place (Arief et al., 2021). Investment in advanced technology and robust maintenance protocols can enhance system reliability, thus improving consistency and efficiency in service delivery (Razak et al., 2021).

Work Quality is also a notable concern, as discrepancies in the performance of employees suggest that the effectiveness of the electronic-based services is uneven (Dewi et al., 2023; Kundi et al., 2020). Despite efforts to train personnel, there is a marked disparity in the quality of service provided, with some employees delivering high-quality work, while others struggle due to insufficient training and lack of technical resources. This disparity mirrors findings from other studies on the impact of inadequate training and support on organizational effectiveness (Napitupulu et al., 2018; Singh et al., 2020). The variance in employee performance suggests that the current training programs are not uniformly effective, and additional resources or targeted training may be necessary (Kifordu & Ogala, 2020). Furthermore, the lack of adequate technical support contributes to these inconsistencies, as employees facing technical difficulties are unable to perform at their best. To address these issues, it is crucial to implement a more comprehensive training program that accounts for varying levels of expertise and provides ongoing technical support (Shukree et al., 2020). This approach will help standardize service quality and ensure that all employees can perform effectively, thereby improving overall service delivery.

Conclusion

The evaluation of the electronic-based correspondence services at the General Bureau of the Regional Secretariat of Lampung Province reveals several critical areas needing improvement. The study highlights that while the system is functional, it operates below optimal levels due to persistent issues in time management, service output, and work quality.

Firstly, inadequate infrastructure and frequent power outages significantly hinder the system's ability to manage time efficiently, leading to delays in service delivery. Addressing these issues requires substantial investments in upgrading infrastructure to ensure a stable power supply and enhancing technical support to mitigate disruptions.

Secondly, the inconsistency and delays in service output are primarily attributed to system malfunctions and power interruptions. Strengthening technical infrastructure and establishing reliable maintenance protocols are essential to improve the system's performance and ensure consistent service delivery.

Lastly, the disparity in work quality among staff members reflects gaps in training and technical support. Implementing a comprehensive training program and providing ongoing technical resources will help standardize service quality and support employees in performing at their best.

In summary, the study underscores the need for targeted improvements in the electronic-based correspondence services to enhance their effectiveness. By addressing the identified challenges, the General Bureau of the Regional Secretariat of Lampung Province can significantly improve administrative efficiency, leading to more reliable and timely service delivery.

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