

Conference Paper

The Importance of ICT for Office Administration in Millennial Era

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Abstract

This study aims to describe the importance of information and communication technology for office administration. Researchers use a descriptive data with public opinion survey. The *State of the Art* accumulation of work that occurs is caused by several factors, namely: (1) The absence of a system that makes it easy for the secretary to do his work; (2) The lack of a reminder because of the many work tasks of a secretary; and (3) The lack of motivation in carrying out a secretary's job. Secretary is a professional position whose work requires expertise and skills, but special skills and skills are not enough. A secretary needs technical training and sufficient experience to become a professional secretary. Automatic offices are all formal and informal information systems, especially those relating to information communication to and from different people inside and outside the company. The product produced in this study is the Grip Work Journey Application. Our advice is the need for further development of this application as an application that facilitates office work.

Keywords: secretary, utilization of ICT, work secretary application

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1. Introduction

Nowadays what is very felt in the secretary profession is the lack of fulfillment of the needs of applications in supporting secretarial work. Often the secretary is not able to handle the leadership task in detail so that the task of the leader becomes neglected and of course gives influence to the organization. Leadership work is hampered, so that leaders cannot provide maximum work results.

Now a day secretaries, administrators and other fields, currently as an employee working with the help of various computer-based applications. The applications used are very diverse. This can be seen in the following graph:

Based on the graph above each company or agency has different applications according to the needs of the company or agency. MS. Office as one of the data processing applications is the most widely used application by employees today. The

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Figure 1: Office application used.

reason for using the application above is to facilitate their work which is still largely done manually. Office work that is done manually requires a short amount of time, causing work buildup. This happens due to several factors, namely (1) The absence of a system that facilitates the secretary in doing his work (2) The lack of a reminder because of the many work tasks of a secretary (3) lack of motivation in carrying out a secretary’s job duties.

Based on the above problems the author offers the idea of a work application innovation to provide a solution to the accumulation of secretarial work and innovation to make it easier to complete the work quickly and well in his work. Opportunities for numbers of Smartphone & Computer users in Indonesia are relatively increasing every year can make this application more feasible to use.

2. State of the Art

In Modern times, it is not uncommon to find organizations still subjecting secretaries the use of manual typewriters. When secretaries is not provided with efficient and effective working tools, productivity is definitely bound to be low [1]. The availability and adequacy of ICT resources for OTM (Office Technology and Management) program has generated recent serious concerns [2]. The emergence of ICT which brings about modern office equipment but also imparted the secretarial duties. It has increased secretarial efficiency and has made accessibility of information easy for decision making. It has made today’s office look more sophisticated and more interesting place of work.

But it's sad to note that some secretaries still find themselves using the conventional methods of carrying out their duties. Other than that, This might not be far-fetched from the stereotypical attitude of the secretaries, non-availability of ICT facilities; ill-competence of using the facilities among others [3]. Based on the statement above, that at this time a secretary cannot work optimally if it is not assisted by technology. Therefore technology becomes a serious problem that must always be followed by its development so as not to be left behind. Failure of technology or difficulties in following technological developments can cause work to be ineffective and inefficient. The use of information technology in office management has a great influence on office work including in handling letters and reporting, office communication, and archival management, the archive can provide data needed by the leadership as material in carrying out its leadership function, namely in terms of planning, organizing, movement, and supervision [4, 5].

Responding to the above theory in my opinion, at first the secretary served as someone who kept the secret of the leader and company secrets, but now the secretary's job is not just that. In line with the development in the secretary duty company is more developed, the secretary is required to assist the work of the leader in achieving the company's goals. A secretary does not just take orders from the leader but also helps actively in doing the pattern of the manager's actions so that the organization can run smoothly in an effort to achieve the main objectives. A secretary is basically an assistant who helps with all the tasks involved so that the leader can act effectively in carrying out his management. Along with the development of the business and technology world today, the task of the secretary as the assistant to the leadership is no longer limited in the field of administration, but the scope is broader such as preparing the leadership desk, arranging meetings, carrying out archives and others. Even the secretary is now carrying out the task of management activities, namely planning, directing, coordinating, controlling to improvements. In addition to having perfect basic skills (skills) the leaders want their secretaries to have good attitudes, have broad and creative knowledge and have a proper understanding of their work, including understanding in the field of office technology that is needed in facilitating activities. his activities as the chief secretary [6].

Automatic office is all formal and informal information systems, especially those relating to information communication to and from different people inside and outside the company. In other words, office automation is a plan to combine high technology through process improvement. Office automation is used by everyone who works in the office.

The benefits of office automation are the linkages of various components in handling information ranging from input to distribution by utilizing technology assistance optimally and minimal human intervention. This will make information easier and cheaper to use, move, and maintain. In the end it can lay a strong foundation for information integration so that companies are able to compete better.

3. Research Methodology

The method used in this study is a survey using descriptive data. This study uses information technology and information technology for office administration. This study aims to describe how important of information and communication technology for office administration. Researcher use a descriptive data with public opinion survey. The data used in this study are primary data obtained directly from respondents through interviews with alumni D3 Secretary who works as an administrator and secretary.

4. Results and Discussion

Based on the results of previous research studies, which contain work applications for secretaries and offices and the results of literature studies on office work and office automation, we collect information about the most appropriate technology needed by offices.

Based on the response of the questionnaire we gave to 27 respondents, consisting of 15 secretaries (56%), 10 administrators (37%) and deputy managers and customer service we grouped into 2 other jobs (7%). Currently 52% of administrative work is carried out automatically, this means that office automation is a must in every office work. In carrying out the work, it turns out that there are still many respondents who have problems in their work.

At present office work is very easy to do anywhere and anytime with the help of technology, based on the results of questionnaires distributed by administrators and secretaries as well as employees not experiencing rigor in working when leaders are not together, because everything can be communicated through technology, in the form of communication technology and technology computers and digital office equipment. The influence of technology is also very large in scheduling activities and reminders of leadership activities, with the technology the administrators and secretaries have no difficulty in remembering personal and leadership work schedules. This proves that the influence of technology is very large in every office job. In managing meetings,

things that are difficult to do by secretaries or administrators is to prepare the meeting and match the schedule between leaders with each other and match schedules with external parties. A Secretary or Administrator needs to keep a telephone number of relations from the Leader and the Leader, 96% of the respondents said it is necessary that a Secretary or Administrator need to store the telephone number of the Relationship from the Leader and the Leader, but 4% of the respondents said there was no need for a Secretary or Administrator needed to save the number telephone relations from Leaders and Leaders.

Present all office-based computer work means computers have an important role to do in the work. However, the shift in the use of mobile phones as a supporting work has become one of the attractions in the office area. Mobile phone is no longer only useful as a communication tool but its function is more than that. All work can be done with just one device, a smartphone.

From the data above it can be seen that 78% of respondents use mobile phones to do work, but 22% of respondents do not use mobile phones to do work. In addition there are 85% of respondents using IT-based applications to carry out work and 15% of respondents do not use IT-based applications to do work. Based on these data it can be concluded that the use of IT-based applications is widely used to do work.

From the data obtained, 89% of respondents stated that an application was needed in carrying out the work. However, 11% of respondents stated that they did not need an application in carrying out their work. At this time there is a need for an application to make it easier to do work. Furthermore, as many as 70% of respondents stated that the company has an IT-based application that is incorporated with computers and mobile phones while 30% of respondents stated that the company does not have an IT-based application that is incorporated with computers and mobile phones. It can be concluded that many companies have IT-based applications that are integrated with computers and mobile phones.

Based on the data above that applications used in assisting office work are as follows: Trello, Dropbox, Microsoft Office, ERP, IT System, Reminder, Email, Oracle, Respati, Google Calendar, Bookkeeping, Internet and applications on Android, Industry Ministry Intranet, Oracle, Microsoft word, Microsoft Excel, Microsoft Outlook, Microsoft Access incorporated in Microsoft Office, accurate, CRM, Care Web Applications, TEDS, ZIMBRA, NDE and Sinadine, E-Office, Traveloka, Inesoft cash organizer, SPDE (Mail System and Electronic Disposition), Intranet-based Applications, and WPS. Microsoft Office is one of the most favorite and most used applications, arguing that this application is the easiest and most commonly used application, and is formally studied in college.

stated that handling the meeting was very unimportant. Another thing that supports office work is that 44% of respondents stated that personal records are very important, while 45% of respondents stated that personal records are important, as many as 7% of respondents stated that they did not know the importance of personal records and 4% of respondents stated that the notes personal is not important. Other data is that 56% of respondents stated that information retrieval was very important, while 44% of respondents stated that information seeking was important. It can be concluded that the search for information is very important to do. Information is very important for anyone in offices, including leaders, secretaries and administrators. Finally, respondents stated that the presentation of information was important in supporting office activities. Based on the data compiled, that 96% of respondents stated that the storage of telephone numbers is important (55% is very important and 41% important), while 4% of respondents stated that storing telephone numbers is not important. The conclusion from the data above states that the information in the form of telephone numbers is very necessary in the work relationship. Based on the data above, 56% of respondents said that the place arrangement was very important, 33% of the respondents stated that the place setting was important, while 11% of the respondents stated that the place setting was not important.

. SISTEM OPERASI YANG DIGUNAKAN KOMPUTER ANDA SAAT INI?

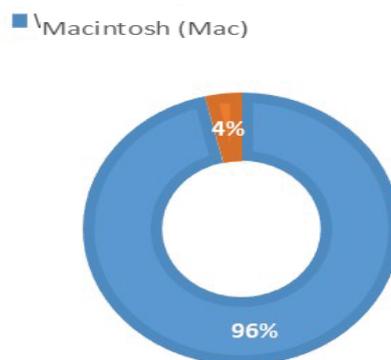


Figure 3: Operating Systems Used by Computers.

Based on the data above, 96% of respondents use the operating system Windows on the computer used, while 4% of respondents use the operating system Macintosh (Mac) on the computer used. So it can be concluded that Windows is the operating system used today. In the case of the use of tablets and mobile phones in the following data 74% of respondents use Android, 22% of respondents use IOS, while 4% of respondents use IOS; Android. It can be concluded, that respondents use Android more on tablets and as many as 70% of respondents use Android (Google) as a mobile phone / mobile

phone that is used today, 22% of respondents use IOS (Apple) as mobile phones / mobile phones used today, 4% of respondents use Android (Google), Windows Phone (Microsoft) as a mobile phone / mobile phone used today. while 2% of respondents use both (IOS and Android). Many features of android can be used to develop mobile applications that are easier, and to develop this application can use several methods [7].

Currently applications that are very much needed to help with office work are applications related to correspondence, from the management of letters, correspondence and archives. This becomes very important because it cannot be denied that documents are supporting office work. This can be seen in the following picture:

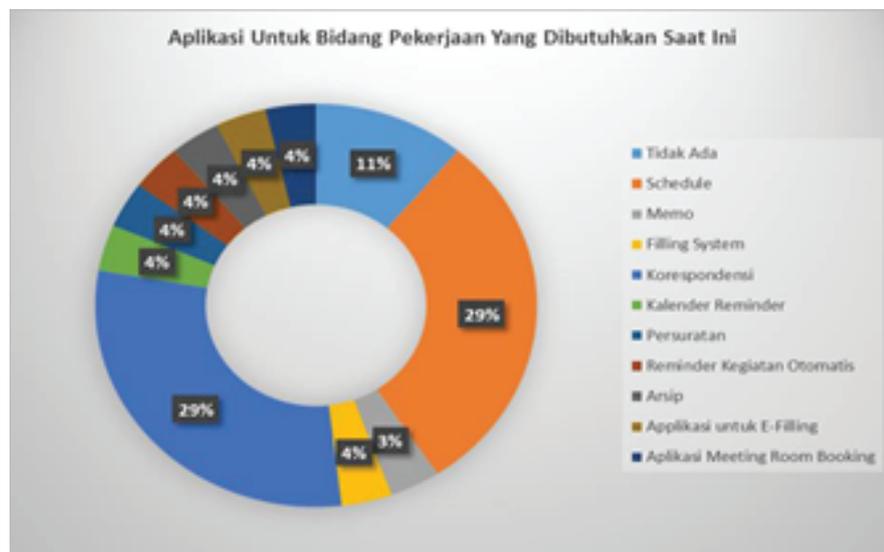


Figure 4: Application for the Field of Work.

Results of the respondents to the 5 major needs working application of office they want to help their work is mail, schedule, filing, MICE, reminder, notes, finance, contact guest list, information/news. In supporting office work which is increasingly complex, ICT-based applications are needed that can help the work.

5. Conclusion

This study results is In supporting office work which is increasingly complicated and complex, it requires ICT-based applications that are able to assist the work.

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