

INTISARI

Tugas Akhir ini bertujuan untuk mengetahui proses penggunaan e-office dalam mendukung sistem administrasi di Sekretariat DPRD Kota Yogyakarta. Pembahasan meliputi gambaran tentang program e-office, fitur dan implementasi dari pelaksanaan e-office yang mana dikategorikan dari segi Sumber Daya Manusia, software, hardware, dan fasilitas yang memiliki pengaruh terhadap pelaksanaan program e-office. Metode pengumpulan data dilakukan dengan observasi, pembagian kuesioner, wawancara, dan studi kepustakaan. Observasi dilakukan melalui observasi partisipasi dimana penulis melakukan pengamatan langsung selama magang untuk mengetahui proses pelaksanaan program e-office sebagai media baru dalam mendukung pekerjaan yang berkaitan dengan administrasi. Kemudian, penulis juga membagikan kuesioner kepada 40 staf yang memiliki akun e-office untuk mendapatkan data terkait penelitian. Selain itu, wawancara dilakukan dengan administrator e-office untuk mengetahui lebih banyak mengenai pengaruh e-office terhadap sistem administrasi. Metode pengumpulan data melalui studi pustaka meliputi buku, jurnal dan dokumen lainnya untuk menunjang penelitian. Hasil penelitian menunjukkan 63% staf setuju bahwa program e-office memberikan kemudahan, efisiensi dan efektifitas dalam menunjang sistem administrasi di Sekretariat DPRD Kota Yogyakarta. Namun, terdapat beberapa faktor yang perlu diperbaiki, seperti ketrampilan Sumber Daya Manusia dalam mengakses e-office, fitur e-office yang perlu diperbarui dan juga koneksi internet yang tidak stabil yang menjadi penghambat dalam mengoperasikan program e-office.

Kata kunci: DPRD Secretariat Kota Yogyakarta, Kegiatan Administrasi, E-Office

ABSTRACT

This graduating paper aims to analyze the process of using e-office in support of administrative system in DPRD Secretariat Kota Yogyakarta. The discussion includes an overview of e-office programs, features and the implementation that are categorized in terms of human resources, software, hardware, and facilities that have an impact on the implementation of e-office program. The data were collected through observation, questionnaire, interview, and library research. Observation was done through participant observation where the writer did direct observation during the internship to know the process of implementation of e-office program as new media in supporting work related to administration. The writer also distributed questionnaires to 40 staffs who had e-office accounts to get the data related to the research. In addition, interview was conducted with an administrator of e-office to find out more about the impact of e-office on the administration system. The library research includes books, journals and other documents to support the research. The result shows 63% of staffs agree that e-office program provide ease, efficiency and effectiveness in supporting the administrative system in the DPRD Secretariat Kota Yogyakarta. However, there are several factors that need to be improved, such as human resources skill in accessing e-office program, features on the e-office that need to be updated and also unstable internet connection that becomes an obstacle in operating e-office program.

Keywords: DPRD Secretariat, Administrative Activities, E-Office