



ABSTRACT

Some countries have implemented e-government with a purpose of gaining different benefits, one of which is to foster efficiency and effectiveness of government process. Meanwhile in the City Government of Salatiga, the correspondence activities are managed and distributed manually, although there are computer network infrastructure that links all institution and official e-mail used as communication media as potential to develop. The potential can be benefited to develop electronic office system to faster and smoother the process of letter management and distribution.

This research designed e-office system that suits with the needs in the correspondence daily running. The designed e-office system was integrated with the government official e-mail and developed by the use of evolutionary prototyping method, in which the prototype was revised for several times to meet the users' needs. FGD (Focus Group Discussion) was employed to formulate the users' need, prepare system design, and test the prototype made. This research also presented the strategies in implementing the system so that e-office system designed runs well.

The integration gave several benefits: single sign on, paperless, fast delivery, real time, interactive, easy tracking, and mobile access. The designed e-office system was hoped to be developed to support and foster e-government implementation in the City Government of Salatiga.

Keywords: *system, e-government, e-office, e-mail, integration*



INTISARI

Beberapa negara di dunia telah menerapkan *e-government* dengan tujuan memperoleh manfaat yang berbeda-beda, salah satunya adalah meningkatkan efisiensi dan efektivitas penyelenggaraan pemerintahan. Sedangkan di lingkup Kota Salatiga, kegiatan operasional surat-menyurat masih dikelola dan didistribusikan secara manual, walaupun terdapat potensi berupa jaringan komputer yang telah menghubungkan semua instansi dan *e-mail* resmi yang dapat digunakan sebagai media komunikasi. Potensi tersebut dapat digunakan untuk pengembangan sistem perkantoran secara elektronik (*e-office*) sehingga dapat mempercepat dan memperlancar proses pengelolaan dan distribusi surat.

Penelitian ini merancang sistem *e-office* untuk memenuhi kebutuhan pemerintah daerah dalam menjalankan operasional surat-menyurat. Sistem diintegrasikan dengan *e-mail* resmi pemerintah dan dibuat dengan menggunakan metode *evolutionary prototyping* dimana *prototype* diperbaiki berulang-ulang hingga diterima oleh pengguna. FGD (*Focus Group Discussion*) dilakukan untuk merumuskan kebutuhan, mempersiapkan rancangan sistem, serta mengujinya. Penelitian ini juga menyajikan strategi implementasi agar sistem *e-office* yang dikembangkan dapat berjalan dengan baik.

Integrasi sistem *e-office* dengan *e-mail* memberikan beberapa keuntungan, yaitu *single sign on*, *paperless*, *fast delivery*, *real time*, *interactive*, *easy tracking*, dan *mobile access*. Sistem *e-office* yang sudah dirancang diharapkan dapat dikembangkan untuk mendukung percepatan penerapan *e-government* di lingkungan Pemerintah Kota Salatiga.

Kata kunci: sistem, *e-government*, *e-office*, *e-mail*, integrasi