

# THE IMPLEMENTATION OF E-GOVERNMENT THROUGH THE USE OF THE WEBSITE SIM DARAT (INFORMATION SYSTEM FOR DISTRIBUTION AND ARCHIVING OF LETTERS) IN ARCHIVING INCOMING AND OUTGOING LETTERS AT THE ADMINISTRATIVE SUBDIVISION OF UPT P2TK, DEPARTMENT OF MANPOWER AND TRANSMIGRATION OF EAST JAVA.

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## Abstract

E-Government is the process of enhancing government operations based on digital technology to improve the quality of public services in a more optimal and timely manner. Technological advancements have had a significant impact on the management of administrative correspondence in various organizations. Methods that were previously manual have now transitioned to more modern (online) approaches. With these technological advancements, time can be saved, work processes simplified, and paper usage reduced. The management of administrative correspondence is a crucial component of government administration that supports smooth communication between agencies, employees, and the public. Additionally, well-organized document archiving is essential to ensure accountability, facilitate document retrieval, and support transparency and effective governance. This study aims to examine the impact of the implementation of the SIM DARAT website (Information System for Distribution and Archiving of Letters) in archiving incoming and outgoing letters at the Administrative Subdivision (Subbag TU) of UPT P2TK Disnakertrans Prov. East Java. The research findings indicate that the use of SIM DARAT enhances archiving efficiency, simplifies access to information, and reduces paper usage.

**Keywords:** E-Government, Implementation, Correspondence, Document Archiving, SIM DARAT, Incoming Mail, Outgoing Mail

## A. INTRODUCTION

An organization or government agency can be considered to function effectively if it has a well-managed administrative system. In managing the administration, effective administrative management is needed so that activities can run well and produce good impacts or benefits as needed. Letters are one of the media and communication tools, apart from telephone, email, fax, and others. Among the various media and communication tools, letters have various advantages, such as being valid written evidence. Letters received (incoming letters) and sent (outgoing letters) by an organization or government agency have an important role in the continuity and progress of that agency, letters also not only function as a means of communication, but also function as a medium for conveying messages formally, reminder tool, as a tool or medium of evidence, archival material, and valid authentic evidence. Therefore, the management of letters must be well organized (Adi Siswanto & Husni Bt Salam, 2022).

With increasingly rapid advances in information and communication technology, various sectors have experienced significant transformation, including the government sector. One form of application of technology in the government sector is through the concept of e-government. E-government utilizes digital platforms to optimize various administrative processes and services. Which is in the context of correspondence. In the context of correspondence, technology has changed the conventional way of only using paper to become more modern. Now administrative management can be done digitally, starting from managing, accessing, disseminating, to archiving the letter. This helps reduce dependence on physical documents, and also makes it easier to track and store records, while also supporting the environment by reducing paper use (Surat et al., 2022).

One example of implementing technology in managing correspondence is through the use of the SIM DARAT website (Mail Distribution and Archive Information System). The SIM DARAT website is designed to simplify the process of distributing and archiving incoming and outgoing letters digitally. In the TU UPT P2TK Subdivision of the Provincial Manpower and Transmigration Department. East Java, SIM DARAT has become an important part of daily operations. SIM DARAT (Letter Distribution and Archive Information System) is a website-based platform designed and used to support the management, distribution and archiving of letters digitally. This is aimed at replacing conventional methods which still rely on physical archives in the form of paper documents, to more modern methods which are more efficient and environmentally friendly.

The aim of implementing the use of a SIM DARAT is to simplify the process of processing incoming and outgoing mail, while minimizing paper use and increasing efficiency in document distribution and archiving. By using this system, all activities related to administration, communication between agencies, and correspondence can be carried out more efficiently, practically, and neatly organized. This can make it easier to access, manage and track incoming and outgoing mail, thereby minimizing the potential for data loss. Apart from that, the existence of a SIM DARAT can support more structured data management, enable real-time monitoring of letters, and increase work efficiency in the TU UPT P2TK Subdivision of the Provincial Manpower and Transmigration Department. East Java.

## **B. LITERATURE REVIEW**

### **Understanding E-Government**

E-Government is a government initiative that aims to improve the quality of public services through the use of information and communication technology (ICT). With this approach, the government can provide services that are faster, more transparent and efficient, while reaching the wider community. This digital transformation in government administration covers various aspects, from data management to direct interaction with citizens, thereby creating a more responsive relationship between government and society. (Suci Pratiwi, 2020).

One of the main implementations of E-Government is through the official government website. This site functions as an information center that provides easy access for the public to obtain public services online, such as processing documents, paying taxes, or reporting problems. Apart from that, government websites are also an effective means of communication to convey policies, programs and important announcements in real-time, so that the public can stay informed without time and place restrictions.

### **Stages of E-Government Implementation**

According to Achmad (2021) Implementation of e-Government in Indonesia is carried out through several stages, starting from creating information sites to integrated services.

- Preparation Phase: Creation of an information site and preparation of human resources.

- Maturation Phase: Development of an interactive site that allows interaction between government and society.
- Stabilization Phase: Creation of a transaction system for public services.
- Utilization Phase: Integration of applications for intergovernmental services (G2G) and community services (G2C)

### **LAND SIM Application in Letter Filing**

The Mail Distribution and Archive Information System (SIM DARAT) is a technology-based innovation designed to simplify the management of incoming and outgoing mail in government agencies. This application allows the archiving process to be more organized and efficient, replacing manual methods that are prone to errors and data loss. With features that support digital recording, document search, and mail distribution tracking, Land SIM helps ensure that important information can be accessed quickly and precisely (Nizar Farhansyah et al., 2022).

Apart from ease of filing, the SIM DARAT also plays an important role in increasing transparency and accountability in administrative governance. The entire mail management process can be monitored in real-time, thereby minimizing the potential for abuse of authority or data manipulation. With this system, government agencies can build public trust through more open and professional services, while strengthening integrity in the management of official documents.

### **C. RESEARCH METHODOLOGY**

This research uses a qualitative approach with descriptive research methods. In general, qualitative methods are often applied to research related to organizational life, user behavior, work processes, technological concepts, and various other social aspects. According to Creswell (2008), qualitative research methods are approaches used to explore and gain understanding about a phenomenon or problem. To understand this problem, it is necessary to search for and collect information in the form of text or verbally and will later be analyzed by researchers. In this context, qualitative methods are used to understand further how SIM DARAT is implemented and how this website influences the effectiveness of mail archive management.

The data collection process in this research was carried out using several techniques commonly used in qualitative research, namely in-depth interviews with the Head and Staff of the TU UPT P2TK Subdivision of the Provincial Manpower and Transmigration Office. East Java, observing the ongoing administrative process, collecting documentation from archives and reports, and using literature to collect data from journals, books and other sources that are relevant to the topic of discussion and in accordance with the focus of this research. These things were chosen to obtain complete and in-depth data regarding the implementation of e-government in administrative management in the agency.

This research took place in the UPT P2TK Administrative Subdivision of the Provincial Manpower and Transmigration Department. East Java, Jl. Bendul Merisi No. 2, Jagir, Wonokromo, Surabaya. This Administration Sub-Section carries out several tasks and functions, namely managing the fields of General Administration, Personnel, Finance and management of Regional Property. Where this research will discuss how the general administrative process of archiving correspondence takes place as well as the challenges faced in managing these tasks.

### **D. HASIL DAN PEMBAHASAN**

In this section, we will discuss the results of implementing e-government through the use of the SIM DARAT website in processing incoming and outgoing mail archives in the TU UPT

P2TK Subdivision of the Provincial Manpower and Transmigration Department. East Java. The definition of incoming letter itself is a letter received by an agency from an external party (another agency, organization, or individual), which usually contains information, directions, orders, and invitations. This incoming letter is usually followed up again by the Head of the agency to be read and analyzed. Stages for processing incoming letters in the UPT P2TK Administrative Subdivision of the Provincial Manpower and Transmigration Department. East Java is:

1. Receipt of Letters, incoming letters are received by the TU Subdivision staff on duty and will be recorded or recorded on the SIM DARAT website.
2. Distribution of Letters. Letters that have been recorded are then distributed to the Head of UPT P2TK for follow-up.
3. Providing Dispositions, the Head of UPT P2TK gives written dispositions or directions to the Head of Subdivisions and relevant implementing staff. In this disposition, the Head of the Agency instructed them to follow up on the letter as needed, for example attending meetings, compiling reports, submitting replies, or coordinating with related parties.
4. Follow-up, Subdivision Heads and implementing staff who are given dispositions carry out tasks according to the instructions that have been directed.
5. Archiving, after the process is complete, incoming letters will be scanned (scanning) to be archived using the SIM DARAT website and photocopied using a non-digital system (stored on the archive shelf).

Meanwhile, an outgoing letter is a letter written and issued by an agency to be delivered to outside parties, be they individuals, other agencies, or organizations. This letter is used to convey information, requests, notifications, decisions, or replies to letters received. Outgoing letters are usually prepared based on decisions or instructions from the Head of UPT P2TK and must go through an approval process before being sent or used. Stages for processing outgoing letters in the UPT P2TK Administrative Subdivision of the Provincial Manpower and Transmigration Department. East Java is:

1. Preparing Letters, the process begins with drafting letters based on the agency's needs, be it assignment orders, invitations, decisions, or other letters. Usually those who write the letter are staff who have been assigned by the Head of the UPT to carry out certain tasks.
2. Leadership Approval: The letter that has been prepared will be submitted to the Head of UPT P2TK for approval and signature. The leadership will review the contents of the letter and provide direction if necessary.
3. Inspection, after the letter has received approval from the Head of UPT P2TK, the assigned staff delivers the letter to the TU Subdivision staff for inspection and ensures the completeness listed, including giving the letter number.
4. Archiving Letters, after being given a letter number, outgoing letters will be scanned (scanning) to be archived using the SIM DARAT website and photocopied using a non-digital system (stored on the archive shelf).
5. Follow-up, the letter that has been approved and archived is then returned to the staff who has the letter and will be processed by that staff.

The following is the number of archive reports of incoming letters from outgoing letters in the TU UPT P2TK Subdivision of the Provincial Manpower and Transmigration Department. East Java, can be seen in the following table:

Table 1. Number of Incoming and Outgoing Letters in the last 1 year

Month	Number of Archives	
	Incoming mail	Outgoing mail
November	18	140

ARTICLE

December	12	133
January	12	149
February	23	133
March	10	129
April	14	130
May	26	126
June	10	110
July	18	124
August	30	86
September	25	105
October	19	137

Source: Monthly Report of the UPT P2TK Department of Manpower and Transmigration of East Java Province for the years 2023 and 2024

From the table above, it can be said that more outgoing letters are made than incoming letters. At least several outgoing letters are made in one day and are made every day. Meanwhile, incoming letters are not necessarily received every day. This contains the number of incoming and outgoing letters each month during one work period (1 year), which covers November 2023 to October 2024. The number can be known in archive management. And this process is carried out to ensure that incoming and outgoing mail can be handled properly, on time, and following established procedures. Therefore, in the UPT P2TK Administration Sub-Section, Disnakertrans Pov. East Java not only has archives in physical form (paper documents), but also archives in non-physical form (digital documents). In this way, the risk of archive damage due to improper handling or natural disasters will be reduced.

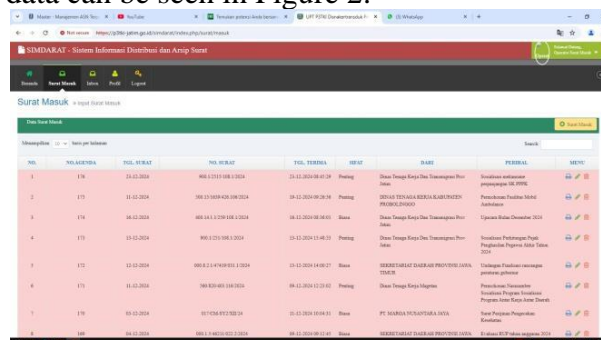
### SIM DARAT Website Page Display

The SIM DARAT website is a website used to manage archives of incoming and outgoing letters with the login display in Figure 1.



Figure 1. SIM DARAT website login display

The appearance of the SIM DARAT website after entering or logging in and inputting the incoming mail archive data can be seen in Figure 2.





Gambar 2. Tampilan *website* SIM DARAT setelah *login* surat masuk

The data format display on the SIM DARAT website for entering incoming letter data for archiving purposes can be seen in Figure 3.

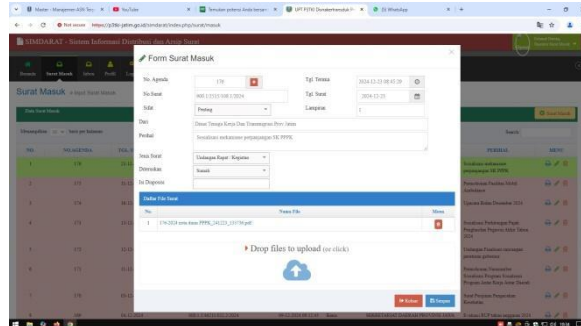


Figure 3. Display of data format for the SIM DARAT website for incoming letters

The appearance of the SIM DARAT website after entering or logging in and inputting outgoing mail archive data can be seen in Figure 4.

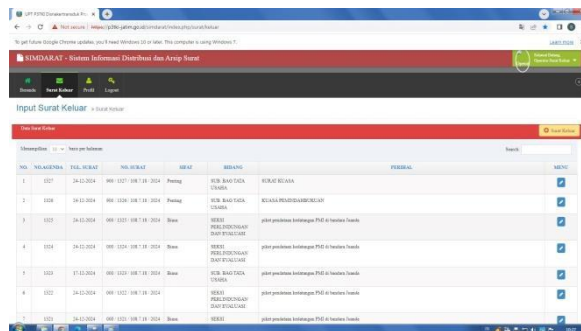


Figure 4. SIM DARAT website display after logging in to outgoing mail

The data format display on the SIM DARAT website for entering outgoing mail data for archiving purposes can be seen in Figure 5.

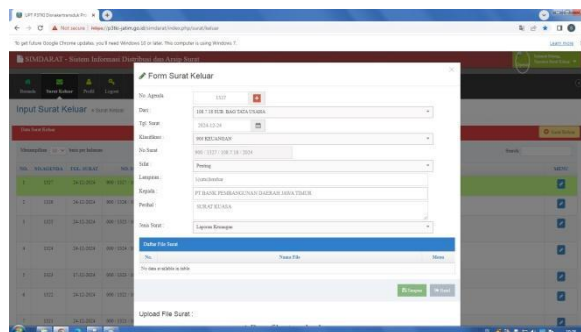


Figure 5. Display of the data format for the SIM DARAT website for outgoing letters

Implementation of the SIM DARAT Website (Mail Distribution and Archive Information System) in archiving incoming and outgoing letters in the UPT P2TK Administration Sub-Section, Disnakertrans Pov. East Java according to George C. Edward's Implementation Model in Agustino (2014). To understand the implementation of the SIM DARAT website as a platform for managing incoming and outgoing mail archives in the UPT P2TK Administration Sub-Section, Disnakertrans Pov. East Java, implementation analysis can be carried out using

the theory of policy implementation models from George C. Edward III (in Agustino, 2014: 149). This model consists of four main variables that function to influence success in implementing it, namely: Communication, Resources, Disposition and Bureaucratic Structure. These four variables are used to understand and assess the implementation of the SIM DARAT website. This evaluation can be observed and measured based on:

### **Communication**

Effective communication is the main key in ensuring that policies regarding the use of the SIM DARAT website can be understood and implemented well by the employees on duty, so that they can support the achievement of the website's main objectives. The SIM DARAT website provides features to support systematic mail management with data formats in the website. These features were created to simplify the process of recording and archiving letters, so that all data can be managed more efficiently and easily accessed. With an organized data format, the process of managing letter archives becomes more organized and minimizes errors in archive management.

Based on observations from researchers, communication between the Head of Administrative Subdivision and the employees who operate the website is the main key in managing incoming and outgoing mail archives. The communication that exists involves clear coordination regarding the distribution of letters, as well as reporting work results.

### **Resource**

Human resources who are skilled in understanding and using technology are an important factor in the successful implementation of SIM DARAT. In the UPT P2TK Administrative Subdivision of the Provincial Manpower and Transmigration Department. East Java, employees responsible for managing mail archives have been trained to understand and operate the SIM DARAT website.

As far as the research that researchers have conducted, the employee who is responsible for managing letter archives in the UPT P2TK Administrative Subdivision of the Provincial Manpower and Transmigration Office. East Java has demonstrated good skills in carrying out its duties. So that the series of incoming and outgoing mail archive management can run well and efficiently. Employees responsible for managing mail archives also understand the importance of structured and digital archiving, which allows them to access and distribute mail more quickly and reduce dependence on physical archives. In this way, management of letter archives can run well.

### **Disposition**

From the results of research carried out by researchers, there are contributions made by employees who are responsible for managing letter archives via the SIM DARAT website in the Administration Subdivision of the Provincial Manpower and Transmigration Office. East Java that using the SIM DARAT website is very helpful in managing letter archiving. The work becomes easier and can be completed quickly and efficiently. Therefore, this makes it easier for employees to manage the archiving of incoming and outgoing letters, so that the administration process runs more smoothly. The impact of the SIM DARAT website is that it can support employee performance in completing administrative tasks.

The management of this letter archive is always monitored by the Head of TU Subdivision. One way is to provide an evaluation every month. This aims to monitor the performance of all TU staff and the websites they run. For the context of the SIM DARAT, the Head of TU Subdivision ensures that the management of letter archives continues to run well, and always analyzes potential problems that may arise in website operations, by asking complaints to the employees responsible for managing the letter archives. With routine evaluations every month, researchers hope that necessary improvements or updates can be made to the website, so that the SIM DARAT website can continue to provide benefits for the management of letter

archives in the UPT P2TK Administration Subdivision of the Provincial Manpower and Transmigration Department. East Java.

### **Bureaucratic Structure**

An understanding of the bureaucratic or organizational structure in the context of using the SIM DARAT website can be understood as a pattern of authority and coordination relationships between the Head of TU Subdivision and the TU Subdivision employees who are responsible for operating the website. The two of them have coordinated well in carrying out the function of archiving letters via the SIM DARAT website.

Based on the researcher's observations, even though the Head of Administration and the employee responsible for operating the website have coordinated well, the employee on duty must be able to run the SIM DARAT website optimally to ensure that archiving of letters runs efficiently within the agency. In this way, the SIM DARAT website can continue to be used on an ongoing basis in managing letter archiving.

Supporting and Inhibiting Factors for the Implementation of SIM DARAT (Distribution Information System and Mail Archives) in Filing Incoming and Outgoing Letters in the UPT P2TK Administration Sub-Section Disnakertrans Pov. East Java

### **Supporting Factors**

Based on the results of research conducted by researchers, facilities and infrastructure are one of the important elements that support the successful implementation of the SIM DARAT in the UPT P2TK Administrative Subdivision of the Manpower and Transmigration Department Pov. East Java. Availability of hardware, such as computers, which are important components in supporting system operations. In addition, well-integrated software ensures that mail management can be carried out efficiently and systematically.

### **Inhibiting Factors**

One of the obstacles that is often encountered in the implementation of SIM DARAT in the Administration Sub-Division of UPT P2TK Disnakertrans Pov. East Java is an internet network problem. Based on research results from researchers, disruption to the internet network is an obstacle in running the operations of this website. When the network experiences disruption, access to the system becomes limited or even interrupted, which ultimately results in delays in managing incoming and outgoing mail. This not only affects work efficiency, but can also hinder the smooth running of the overall administrative process.

This problem also has other impacts, such as making it difficult to search for letters in real-time and increasing the risk of work backlogs. To overcome this obstacle, according to researchers, it is important for agencies to carry out regular evaluations of internet networks and consider the use of backup technology. In this way, obstacles due to internet network disruption can be minimized, and the implementation of SIM DARAT can run more optimally.

## **E. CONCLUSIONS**

The SIM DARAT website (Mail Distribution and Archives Information System) has had a positive impact on the management of incoming and outgoing mail archives in the TU UPT P2TK Subdivision of the Provincial Manpower and Transmigration Department. East Java. This website supports digital transformation in correspondence administration, replacing conventional methods that rely on physical archives with a more modern approach. The use of a SIM DARAT has been proven to increase work efficiency, make it easier to access information, and reduce paper use.

Effective communication and human resources in operating this system are the main keys to success, while good coordination between Head of Division and employees ensures that mail management runs smoothly. However, the main obstacle faced is internet network disruption, which can hinder system access and operations, thereby affecting work efficiency. To



overcome this problem, regular evaluation of network infrastructure is needed so that system implementation can run more optimally. Despite technical challenges, supporting factors such as proper hardware and software have helped ensure smooth use of this website. Overall, the SIM DARAT website is a significant innovation in supporting the digital transformation of mail administration management in the agency, with the potential to continue to improve the effectiveness of administrative governance in the future.

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