


Implementation Of The Srikandi Application In Supporting The Management Information System And Administration Of Correspondence In The Administration Section At The Surakarta Central General Hospital

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Article Info	ABSTRACT
<p>Keywords: Implementation of Srikandi Application, Work Management and Administration Information System</p>	<p>In the Circular Letter of the Secretary General of the Ministry of Health of the Republic of Indonesia number: HK.02.02/III/15086/2021, it is stated that every Central Work Unit/Technical Implementation Unit within the Ministry of Health must use the Electronic Official Manuscript Management Application (TNDE) for managing incoming and outgoing official manuscripts, including providing dispositions and checking outgoing official manuscripts. The application in question is Srikandi which is expected to provide better correspondence results so that information can be conveyed optimally. This study was located in the Administration Section of the Surakarta Central General Hospital. This study is descriptive and uses qualitative techniques to explain the adoption of the Srikandi application in facilitating the management information system and administrative communication in the administration section of the Surakarta Central General Hospital. Data collection methods include interviews, observations, and documentation. This study uses a triangulation approach for data validation. From the results of the study, it was found that the implementation of the Srikandi application in supporting the management information system and administrative correspondence of the administration section was quite good, although there were still user units who did not understand this application. Users are expected to open this application as often as possible so that information is not obstructed and correspondence services are better.</p>
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INTRODUCTION

In the Circular of the Secretary General of the Ministry of Health of the Republic of Indonesia number: HK.02.02/III/15086/2021, it is stated that every Central Work Unit/Technical Implementation Unit within the Ministry of Health must use the Electronic Official Document Management Application (TNDE) for managing incoming and outgoing official documents, including providing dispositions and checking outgoing official documents. The application in question is Srikandi which is expected to provide better correspondence results so that information can be conveyed optimally.

This research is located in the Administration Section of Surakarta Central General Hospital. This type of research is descriptive with a qualitative approach to explain the implementation of the Srikandi application in supporting the management information system and administration of correspondence in the administration section at Surakarta Central General Hospital. In this study, the author focuses more on the application of digital tourism technology applied by FPKBL to increase the tourist attraction of Kampoeng Batik Laweyan, which we know the application of technology is very important, the use of online platforms, social media, and other digital technologies can help in promoting batik villages, working on the tourist market virtually, and increasing the tourist attraction of batik villages. From the development of regional tourism by implementing this digital technology, it is hoped that regional tourism will be better known by local and foreign communities.

METHODS

The author uses a qualitative descriptive research type. This research was conducted at the Surakarta Central General Hospital (RSUP) Surakarta which is located at Jl. Prof. Dr. R. Soeharso No. 28 Surakarta

RESULTS AND DISCUSSION

The researcher conducted a study on the implementation of the Srikandi application in supporting the management information system and administration of correspondence in the administration department at Surakarta General Hospital using interview, observation and documentation methods, with indicators to measure how the implementation of the Srikandi application in supporting the management information system and administration of correspondence was carried out.

Technology Dimension

The issue of application content is part of the quality of the IT system. Content that is personal, comprehensive, relevant, easy to understand, and secure is very important. The information that Srikandi can provide to users is comprehensive, relevant, easy to understand, and protected. There are four (4) ways to measure the quality of IT systems, which include e-government services: availability, security, reaction time, and ease of navigation. How well a system can facilitate users to access Srikandi is a measure of its quality.

The researcher concluded that information on incoming and outgoing letters in the Srikandi application was late in arriving at the letter's destination and disposition destination due to the internet network system being less smooth. In addition, there are several Srikandi application users who rarely or even do not open the application regularly.

Organizational Dimensions

Leadership support is the level of effort made by superiors and leaders in the workplace to promote the use of Srikandi. This support shows how much effort they put into encouraging employee work, creativity, skill development, and appreciation.

Based on observations and interviews, researchers can conclude that support from the Surakarta Central General Hospital organization for the implementation of the Srikandi

application and Management Information System has been maximized. In order for the program to be accessible at any time and from any location, developer support is needed. So the selection of providers will affect the quality of the network to access this Srikandi application.

Human Resources

Training for Srikandi Users. As a user support service, Srikandi User Training equips users to complete their work. The effectiveness, accessibility, and support of training results are its markers. Confidence in one's own ability to influence specific behaviors when using Srikandi, as demonstrated by comfortable experience with the tool and ability to operate its supporting equipment independently. No difficulty in learning Srikandi on one's own. Srikandi users have determined that its perceived usefulness as an organizational memory tool for maintaining records is a major factor in overall user adoption of the instrument. No one in the institutional environment is exempt from the task of managing records. Collecting data needed for projects through the use of records. Records play a vital role in helping organizations achieve their goals. Organizational performance can be more accountable with well-managed records.

Based on interviews and observations conducted by researchers, not all Srikandi application users understand how to use this application so that information is often late in arriving at its destination and even outgoing letters pile up in the director's secretary section. Re-socialization to all users of this application is very necessary so that the implementation of the Srikandi application can support a good correspondence management information system. and only application users are less aware of it because in this Srikandi application there is no notification or sound notification if there is incoming mail or mail that needs to be verified on their account.

CONCLUSION

The results of this study discuss the implementation of the Srikandi application in the context of e-government, reviewing from three main dimensions: 1) Technology dimension: The Srikandi application is considered to have fulfilled the content aspect (complete, relevant, easy to understand, and secure). However, the quality of the information technology system, especially in terms of availability and response time, is still an obstacle. The application is often difficult to access, especially during peak hours, which hampers information follow-up and is not in accordance with Presidential Regulation No. 95/2018 on SPBE, especially regarding expanding access and improving digital infrastructure. The choice of internet provider is an important factor in the quality of Srikandi access. 2) Organizational dimension: Leadership support and the availability of organizational infrastructure, including technical facilities and user training, are critical to the successful implementation of Srikandi. The availability of a good and adequate internet network is absolutely necessary for the application to be accessed smoothly. Constraints on the internet network will hamper the delivery of information. Support from the application creator is also expected so that the application can be accessed anytime and anywhere. 3) Human Resources: The knowledge

and ability of users to use Srikandi is crucial. Adequate training, including practice materials and IT support after training, has been provided to ensure users can use the application effectively. Users' confidence in operating Srikandi and its supporting devices is also an important factor. Overall, this study highlights that although Srikandi has good content and is supported by HR training, problems with the technology infrastructure (availability and response time of the application) and the internet network are major barriers to effective implementation. Therefore, improvements to the infrastructure and internet network are prioritized so that Srikandi can function optimally to support e-government.

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