

ABSTRAK

Sehati Zendrato. 2025. Aplikasi Peningkatan Administrasi dan Koordinasi Berbasis Digital pada Sekretariat Daerah Kabupaten Nias Utara. Program Studi Manajemen, Universitas Nias. Pembimbing: Maria Magdalena Batee, S.E., M.M.

Administrasi manual masih mendominasi pengelolaan dokumen organisasi dan menimbulkan berbagai kendala seperti distribusi yang lambat, kesulitan pencarian arsip, lemahnya koordinasi antarbagian, tingginya biaya operasional, serta rendahnya transparansi dan keamanan data. Kondisi ini bertentangan dengan tuntutan administrasi modern yang menekankan pemanfaatan teknologi informasi. Penelitian ini bertujuan merancang aplikasi berbasis digital untuk meningkatkan efisiensi administrasi, menganalisis kontribusi aplikasi terhadap koordinasi antarbagian, mengidentifikasi kemampuan sistem digital dalam mengatasi kelemahan pengelolaan manual, serta menilai keselarasan aplikasi dengan prinsip e-Government dan SPBE. Pendekatan penelitian menggunakan metode kualitatif melalui wawancara mendalam dengan informan kunci dan studi dokumentasi, dengan analisis tematik berdasarkan teori administrasi modern, koordinasi digital, serta regulasi SPBE. Hasil penelitian menunjukkan bahwa digitalisasi administrasi melalui pencatatan surat digital, pencarian arsip terintegrasi, notifikasi otomatis, backup data, dan audit trail mampu mengatasi kelemahan sistem manual. Digitalisasi terbukti mempercepat distribusi dokumen, mempermudah pencarian arsip, meningkatkan transparansi, memperkuat akuntabilitas, menekan biaya operasional, serta memperlancar koordinasi antarbagian. Implementasi digitalisasi administrasi menghasilkan transformasi signifikan dari sistem manual yang lambat, boros, dan kurang akuntabel menuju sistem digital yang lebih cepat, efisien, transparan, aman, dan hemat biaya. Keberhasilan implementasi ditentukan tidak hanya oleh aspek teknis, tetapi juga oleh kesesuaian dengan regulasi SPBE. Digitalisasi terbukti berdampak positif pada peningkatan kualitas pelayanan publik dan efektivitas organisasi.

Kata Kunci: Aplikasi Peningkatan Administrasi dan Koordinasi Berbasis Digital

ABSTRACT

Sehati Zendrato. 2025. Application for Enhancing Digital-Based Administration and Coordination at the Regional Secretariat of North Nias Regency. Management Study Program, Nias University. Supervisor: Maria Magdalena Batee, S.E., M.M.

administration still dominates organizational document management and creates various obstacles such as slow distribution, difficulties in archive retrieval, weak interdepartmental coordination, high operational costs, as well as low transparency and data security. This condition contradicts the demands of modern administration, which emphasizes the use of information technology. This study aims to design a digital-based application to improve administrative efficiency, analyze the application's contribution to interdepartmental coordination, identify the capability of digital systems in overcoming the weaknesses of manual management, and assess the alignment of the application with e-Government and SPBE (Electronic-Based Government System) principles. The research applied a qualitative approach through in-depth interviews with key informants and document studies, with thematic analysis based on modern administration theory, digital coordination, and SPBE regulations. The findings show that administrative digitalization through digital correspondence recording, integrated archive search, automatic notifications, data backup, and audit trail can overcome the weaknesses of the manual system. Digitalization has been proven to accelerate document distribution, simplify archive retrieval, enhance transparency, strengthen accountability, reduce operational costs, and improve interdepartmental coordination. The implementation of digitalized administration results in a significant transformation from a manual system that is slow, wasteful, and less accountable to a digital system that is faster, more efficient, transparent, secure, and cost-effective. The success of implementation is determined not only by technical aspects but also by compliance with SPBE regulations. Digitalization has been proven to positively impact the improvement of public service quality and organizational effectiveness.

Keywords: Digital-Based Application for Enhancing Administration and Coordination