


The Role of Office Administration Education in the Digital Age

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Abstract

This article aims to provide knowledge and understanding about office administration training in today's digital age. Especially related to the capacity of managers in the field of office administration in the information age marked by digital technology. This study uses a deductive method. The method of discussion through observing the phenomenon of office administrative activities taking place in the field then involves theories and different perspectives expressed by experts in the field of administration and those who observe developments. technology development offered, as well as training for employees and office management games. Play an active role in every organization, because professional management of office administration will help organizational leaders have accurate, precise and timely data as a basis for decision making. The importance of the role of information in this digital age has led people to often refer to today's conditions as the information age. Deviating from that reality, each organization must position the office administration field accordingly.

Pentingnya Ilmu Administrasi Perkantoran di Era Digital

Abstrak

Tujuan artikel ini adalah untuk memberikan pengetahuan dan pemahaman tentang pelatihan manajemen perkantoran di era digital saat ini. Terutama terkait dengan kompetensi manajer di bidang manajemen perkantoran di era informasi yang bercirikan teknologi digital. Penelitian ini menggunakan pendekatan deduktif. Metode diskusinya adalah dengan mengamati fenomena kegiatan manajemen perkantoran di bidang tersebut dan menghubungkannya dengan teori-teori dan pandangan berbeda yang dikemukakan oleh para ahli di bidang manajemen dan pemerhati perkembangan teknologi dan pelatihan pegawai. Sekretariat Sebagai posisi manajerial, manajer memainkan peran yang sangat aktif dalam organisasi mana pun. Manajemen kantor yang profesional memungkinkan para

pemimpin organisasi dengan cepat memperoleh data yang akurat dan tepat sebagai dasar pengambilan keputusan. Pentingnya peran informasi di era digital ini membuat keadaan saat ini disebut dengan era informasi. Melihat kenyataan tersebut, maka setiap organisasi perlu memposisikan wilayah pengelolaan administratifnya secara proporsional.

INTRODUCTION

The company can run effectively if management functions such as planning, organising, driving, and supervising in it function properly, and the supporting elements are available and meet the requirements. One of the most important elements that can support the running of the company is Human Resources (HR). There have been tremendous changes in social life due to the application of various technological findings. The rapid development of technology in the future will change the pattern of human life. Technological developments have an impact on the work of the office administration field. The field of office administration is part of people's lives. Significant changes occur in the field of office administration as a result of technological advances.

The impact of implementing a new digital technology-based work system has increased the efficiency of office administration work. However, there are problems related to the pattern of cooperation and competency demands that must be owned by office workers. Whether we like it or not, the changes must be accepted and carried out, if not done, the organisation will not be able to survive, even at a certain point will experience failure in achieving the vision and goals of the organisation. Therefore, offices need to continuously adjust and use technology that continues to evolve and even revolutionise (Suraja, 2018).

One of the consequences of technological development is that more and more jobs have changed and even 'disappeared' replaced by technology. Currently, a number of jobs have been replaced by machines, no longer relying on humans. There are 9 types of jobs that are predicted to disappear in the future, namely: drivers, farmers, publishers, travel agents, cashiers, bank tellers, telemarketers, accountants, and stock traders (Kamaliah, 2019). In the future, more and more jobs will be replaced by technology. It is very likely that office administration work and public services will also be replaced by computer machines. Digital-based community services that are adaptive to changes in the use of information technology make services better (Wardani, 2019).

Digitalisation services will also have a significant impact on both the bureaucracy itself and the community, including: 1) Increase the knowledge of bureaucrats or the public regarding sophisticated information technology; 2) Effective and efficient budget and services; 3) Information disclosure; 4) Participate in eradicating Corruption, Collusion and Nepotism; 5) Work time efficiency; 6) Storage and retrieval of the required data will be faster, without opening the document cabinet so that it takes a long time (Diana, 2019). The effect of technological development has also changed the function of handphones into smartphones. The use of smartphones has become very important as a medium of

information, communication, and work support (Selfiana, 2017).

Office workspaces today have undergone significant changes. Nowadays, people tend to adopt a more flexible, open and pleasant layout. This layout is considered effective for office work and people who need office services. An open and pleasant office space is one of the solutions to healthy living. The results of the study found that office work was more prone to heart disease (Pamungkas, 2019).

This is because office workers lack movement so that heart health is reduced. Facing such a very dynamic and uncertain situation, there are two alternative actions that can be taken. First, adjust to the demands of changes that have already occurred. Second, anticipate future changes and immediately prepare everything needed to anticipate future conditions. The first action is actually not the right action because the changes have already occurred. The action taken is nothing more than an attempt to survive because otherwise the organisation will stagnate or even dissolve.

However, the development of technology is increasingly advanced, so the view that simplifies administrative problems, especially in offices, is no longer biased. The administration section in the office plays an equally important role with other sections, because the results of their work are a reference for other sections in presenting reports. Therefore, administrative staff must be equipped with the skills and abilities needed to support their duties. This skill is certainly inseparable from the ability to utilise information technology commonly used in offices. In addition, they must also have a positive view of their duties and responsibilities and always strive to

improve their performance to be continuously better. Based on the above background, this paper aims to provide knowledge and understanding of office administration education in today's digital era, especially related to the competence of office administration managers in the information age coloured by digital technology.

METHOD

This research uses a deductive approach. First, observations were made of office administration practices in organisational life that take place in the general public. Furthermore, observations are made of the phenomenon of the development of information and communication technology which affects office administration systems and practices. From the results of these observations, the relationship between the results of observations and studies with theories and various expert opinions in the field of office administration through journal literature reviews is sought. The results of data analysis then draw conclusions about office administration practices that take place in the digital era and what competencies and qualifications must be met by managers and actors in the field of office administration. Fulfilment of the qualifications and competencies of office administration actors is expected to produce a high level of professionalism in the field of office administration.

RESULT AND DISCUSSION

The changes that occur in the field of office administration are the impact of various technological findings which are then applied in organisational and social life. Changes in society from one condition to an increasingly advanced condition have

various consequences (including in organisations). There are changes in the type and quality of work and the competencies that must be mastered by managers and job covers at each stage of community development.

On the one hand, work that has been going on for years may disappear, but on the other hand, new types of work appear that did not exist before. This is also the case in the field of office administration. At the beginning of the development of society, many new office jobs emerged along with the progress achieved by humans, but in the following stages, a number of office jobs that had been going on for years were reduced and even disappeared to be replaced by technology. Significant changes have occurred recently, especially in relation to the application of information technology combined with the internet. As a result of these changes, the face of the office today is much different from the office in the past. The use of paper that used to dominate office work, for example, has now been greatly reduced as a result of digitalisation. In modern offices, it is even rare to find paper-based work (paperless).

The types and systems of office work do change from time to time, but the existence of office work itself will remain. Of course, patterns, types and processes will always change according to the demands of technological developments. The consequences of these changes are the qualifications and competence of the human resources who do the work as well as the necessary facilities and infrastructure, undergo changes as needed. Office administration managers, from leadership level to operational level officers at the

lowest level, are required to follow developments according to the characteristics of the work for which they are each responsible.

Competency qualifications are needed as a basis for knowledge of carrying out office activities well and efficiently. Human resources in the field of office administration are required to have at least a diploma from the Diploma 3 vocational program in Office Administration. A number of organizations currently even require their employees to have a minimum of Diploma 4 or an applied bachelor's degree, or a Bachelor's degree in a field related to Office Administration.

This qualification requirement is very reasonable because office work is a profession that requires special preparation in form quite a long education. Every office manager must have adequate basic academic skills and strong professional insight. With educational qualifications equivalent to a bachelor's degree, human resources in the office administration field have the opportunity to develop their profession optimally so that the services provided to users are also of higher quality. Apart from formal education, office managers are also required to have special skills as proven by a certificate of expertise obtained through an office competency test at a competent institution.

It is in this context that the Professional Certification Institute in the field of Office Administration (LSP-AP) plays a role, in collaboration with professional associations (Association of Indonesian Graduates and Practitioners in Office Administration/ASPAPI) and educational institutions in the field of office administration. Carrying out office

administration activities efficiently requires special skills called hard skills. The abilities obtained from various educational institutions such as these are only basic abilities that still need to be further developed continuously and sustainably through various existing forums and media. Continuous professional development is important because of the fact that information and communication technology is always changing and developing from time to time so that every time office activities experience changes and must always be adjusted. Apart from technological developments, the demands of office service users also change from time to time.

Facing this reality, there is no better way except by improving the quality of management competence and the efficiency of the work process so that it meets user demands. Systems and processes for carrying out office activities must always be evaluated in order to obtain the most efficient work system.

One effort that can be made to increase the efficiency of office work is to package it into a digital-based online system. Almost all office work can be directed there, starting from archival work, financial administration, personnel administration, facilities administration infrastructure, mail administration, etc. The application of various information systems like this will make work easier, speed up the services provided, increase the accuracy of the information presented, and save costs. That is why office work managers must also have competencies related to digital technology and the internet to support the success of the activities they are responsible for.

CONCLUSION AND RECOMMENDATION

Office administration plays a very active role in every organization because professional management of office administration will enable organizational leaders to obtain precise, accurate and fast data, as a basis for decision making. The important role of information in this digital era causes people to often refer to current conditions as the information era. Departing from such a reality, every organization must position the administration sector offices proportionally.

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The office administration sector needs to make intensive efforts to develop competencies and capabilities in this digital era. It is hoped that in the future more specific research can be carried out on work competency needs and professionalism demands of administrative staff to adapt to office developments in the digital era.

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