Application of Integrated Dynamic Archival Information System (SRIKANDI) in Supporting Good Governance at the Office of Education and Culture of Mojokerto City

by Oktavia Maharani Yuli Firmansyah

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Abstract

This research examines the application of the Integrated Dynamic Archival Information System (SRIKANDI) in supporting good governance at the Mojokerto City Education and Culture Office. The background of this research is the rapid advancement of communication and information technology that encourages the transformation of government administration through e-government to improve efficiency, effectiveness, transparency, and accountability. The research method used is descriptive with a qualitative approach, with data sources, namely primary data and secondary data obtained through purposive sampling. Data collection methods were conducted through interviews and documentation using data analysis techniques using the Miles and Huberman model. The data validity test was carried out using source triangulation. The results showed that the SRIKANDI app significantly improved correspondence administration's efficiency, effectiveness, and timeliness, with features such as automatic logging, structured disposition, and digital signatures enhancing transparency and accountability. Despite facing technical challenges such as digital errors and network outages, the app's positive impact in realizing a paperless office and online correspondence is evident. Recommendations include increased user training, improved network infrastructure, and the development of application features to increase efficiency and support good governance more effectively.

Keywords: *SRIKANDI, good governance, e-government, correspondence administration, information technology*

1. Introduction

Currently, advances in communication and information technology continue to increase rapidly, allowing everything to be more easily accessed and done thanks to technological advances that facilitate various human activities, including activities in government [Fresiliasari & Suhardjo, 2023]. This technological development is the basis for the transformation of government administration in adopting and following existing developments. In this case, the government utilizes technological advances to achieve its goals, such as monitoring all aspects related to governance, including managing resources, administrative processes, service delivery, and the provision of easily accessible information. When seen in a government administration, this technological development is one of the elements that support good governance.

Academics and practitioners of public administration in Indonesia define good governance as implementing a trustworthy government, effective government management (United et al.), excellent and responsible government management, and a transparent government (Henderi & Padeli, 2009). Presidential Instruction No. 6/2001 on Telecommunications, Media, and Informatics emphasizes that to support good governance and accelerate the democratic

process; every government apparatus must apply Information Technology, known as e-government, in governance. E-government is a set of ideas covering activities in the public sector, both at the central and local government levels, that utilize information and communication technology to improve efficiency, effectiveness, transparency, and accountability in delivering public services (Nasrullah, 2018).

One of the public sector that has implemented technological developments in its governance is the Mojokerto City Education and Culture Office. The Mojokerto City Education and Culture Office is one of the regional apparatuses that implement the Electronic-Based Government System (SPBE) in carrying out government affairs and providing assistance in education and culture. One of the implementations of the Electronic-Based Government System (SPBE) is the application of the Integrated Dynamic Archival Information System (SRIKANDI). Applying the Integrated Dynamic Archival Information System (SRIKANDI) to support good governance at the Mojokerto City Education and Culture Office is an important innovation to improve efficiency and transparency in managing archives and correspondence within government agencies. In this context, the formulation of the research problem to be answered in this study is how the implementation of SRIKANDI can have a positive impact in supporting good governance at the Mojokerto City Education and Culture Office. Implementing digital applications in Mojokerto is critical, considering the rapid development of information technology and the demand for efficiency and accountability in public services. By implementing SRIKANDI, the Mojokerto City Education and Culture Office can speed up the correspondence process, reduce paper usage, and improve efficiency in archive management.

The Srikandi application is the result of cooperation between several institutions, namely the National Archives of the Republic of Indonesia (ANRI), which is in charge of developing business processes and managing dynamic information related to archives, the Ministry of Administrative Reform and Bureaucratic Reform (Kemenpan-RB) plays the role of coordinator and drafter of regulations. At the same time, the Ministry of Communication and Information of the Republic of Indonesia (Kemkominfo) is responsible for application development. It provides ICT infrastructure, and the National Cyber and Crypto Agency (BSSN) provides application security and electronic certification (Aini, 2023). The launch of the Srikandi application aims to facilitate the organization of correspondence and archive management, with the hope of improving quality and accountability in digital-based archiving and strengthening coordination between governments that have used the Srikandi application. Therefore, the Integrated Dynamic Archives Information System application can make it easier for all employees to digitally process correspondence and bring the Mojokerto City Education and Culture Office into the 4.0 government revolution.

The concept of implementing digital applications in the context of good governance is supported by related theories, such as the concept of e-government and its role in creating good governance. Previous research has highlighted the importance of applications such as SRIKANDI in building good governance based on accountability, transparency, rule of law, and openness. Previous research on the implementation of e-government and the role of the Srikandi application to realize good governance as conducted by Rahmah and Meirinawati (2023) related research that provides an understanding of the application of Srikandi in realizing good administration in the development of good governance based on the principles of accountability, transparency, rule of law, openness, and guarantees (Yogopriyatno & Roeliana, 2024). Furthermore, research related to the role of e-government highlights the importance of Electronic-Based Government Systems (SPBE) or e-government in implementing good governance (Rusdy & Flambonita, 2023). In addition, empirical data obtained from previous research also provides a clearer picture of the impact of implementing digital applications in office administration, including reduced paper use, increased work efficiency, and changes in employee work mechanisms.

The primary goal of this research is to study the application of the integrated dynamic archived information system (SRIKANDI) to support good governance at the Mojokerto City Education and Culture Office. By doing so, this research aims to significantly contribute to the understanding and improvement of good governance.

2. Methods

This research uses descriptive research methods with a qualitative approach. Qualitative research is an attempt to explore the phenomena experienced by research subjects, such as behavior, perceptions, motivations, and actions, comprehensively and descriptively using language and words in natural situations with various scientific methods (Warsono et al., 2022). This descriptive research design with a qualitative approach is used to examine, analyze, and disclose information in a structured, objective, and precise manner about the reality in the field.

The data sources in this research consist of primary data and secondary data. Primary data sources in the form of oral information obtained by researchers directly from informants as employees of the Mojokerto City Education and Culture Office, namely:

Name of Informant	Informant Position
Andang Kurniawan, A.Md	Skilled Computer Technician
Teguh Andriyansyah, S.Kom	Curriculum and Student Data Management Staff at the Junior High School Level
M. Doni Gunawan, A.Md.Kom	Curriculum and Student Data Management Staff for the Elementary Level

Obtaining data sources is done with purposive sampling, which involves researchers choosing sources or informants based on considerations by looking at the person who knows the most or is more competent on the research topic studied. In order to obtain relevant and comprehensive primary data, this research applied various techniques involving:

1. Interview
   In this research, the interview method applied is a structured interview using an interview guide that contains predetermined questions and problems to be addressed by informants.
2. Documentation
   Researchers utilized data collection techniques through documentation to strengthen and confirm the information obtained from interviews and questionnaires. In this study, documentation was carried out by photographing and recording interviews with informants, providing a reliable record of the data collection process.

The data validity test technique in this study uses source triangulation, which involves interviews with the Head of the General and Personnel Subdivision and the Head of the Primary School Education Division. Meanwhile, secondary data in this study were obtained from books, literature, and articles relevant to the research object.

The data analysis technique applied in this research is the Miles and Huberman model through several stages (Sulistyawati, 2023) namely:

1. Data Reduction
   Researchers reduce data by summarizing, selecting key points, focusing on essential aspects, and identifying themes and patterns based on the information needed to produce a clearer picture and facilitate the following data collection process.
2. Data Presentation
   Data from reduced and analyzed interviews with informants are then presented as text narratives.
3. Drawing Conclusions
   Researchers concluded by looking thoroughly at the data that had been arranged and organized based on data reduction and presentation so as to obtain research results related to the application of the Integrated Dynamic Archive Information System Application (SRIKANDI) in supporting good governance at the Mojokerto City Education and Culture Office.

3. Results and Discussion

Analysis of the Application of Integrated Dynamic Archival Information System (SRIKANDI) in Supporting Good Governance at the Office of Education and Culture of Mojokerto City. SRIKANDI, an Integrated Dynamic Archival Information System, has become an integral element of the work routine in various government institutions in Indonesia since its launch in 2022. The system was created in response to Presidential Regulation No. 95/2018 on Electronic-Based Government System (SPBE), which aims to create transparent, productive, accountable governance and provide good quality and reliable public services. Improving integration and effectiveness requires governance and management of government systems based on information technology in all elements of government. Changes in Information and Communication Technology (ICT) provide an opportunity for the government to innovate in the development of the state apparatus system through the implementation of an Electronic- Government System (SPBE) or e-government (Juniati & Nurdiansyah, 2023). Researchers used the Effectiveness theory as a measuring tool in this study. According to Sutrisno (2007), *effectiveness* is defined as the quality of work and output by expectations. The results will be as expected if the work is done well and according to plan. According to Sutrisno (2007), five indicators were used to measure the effectiveness of the appropriate technology program at the Mojokerto City Education and Culture Office: program comprehension, target accuracy, timeliness, achieving the goal, and real change.

The theory applied to analyze the results and discussion of this research refers to the Diffusion of Innovations theory by Everett M. Rogers (1983), which, through this theory, is very useful for analyzing how government employees adopt the Srikandi application. This theory helps assess how well-known and understood this application is in information technology. In addition, this theory examines how information about the application is disseminated through channels such as formal training and communication between employees. It also assesses the app's pace of adoption from its introduction to broader

dissemination. In the context of the social system of government employees, the theory facilitates understanding the impact of organizational structure, work culture, and interpersonal dynamics on app adoption. Additionally, the theory explains the stages of innovation decisions that employees go through, from knowledge, persuasion, decision, and implementation to confirmation. By utilizing this theory, we can gain a thorough insight into the factors that influence the adoption of the Srikandi app and identify challenges and opportunities to increase its acceptance among government employees.

Program Comprehension

Program comprehension refers to Mojokerto City Education and Culture Office employees' knowledge of the Integrated Dynamic Archival Information System (SRIKANDI) and the experience of employees using the SRIKANDI application in their daily work. In addition, the provision of socialization, training, and guidance before using SRIKANDI is an essential first step to ensure optimal use and that the SRIKANDI application can facilitate employees' daily work. Continuous socialization efforts, adequate training, and positive usage experience are important factors to ensure that SRIKANDI can provide maximum benefits in managing archives and correspondence in various government institutions.

a. Employee knowledge about SRIKANDI

Table 1. Employee knowledge of SRIKANDI

Respondent's Response	F	%
Strongly Agree	11	55
Agree	8	40
Neutral	1	5
Disagree	-	-
Strongly Disagree	-	-
Total	20	100

Source : Author's analysis 2024

The table above shows that most employees have an excellent understanding of SRIKANDI, which indicates that the education program on SRIKANDI has successfully increased employee knowledge about the program. This can be seen from the classification of employees, where 11 respondents, or 55%, responded strongly agree, eight respondents, or 40%, responded agree, and one respondent, or 5%, responded neutrally. No respondents disagreed or strongly disagreed with employee knowledge about using SRIKANDI.

b. Socialization or training before the use of SRIKANDI

Table 2. Socialization or training prior to the use of SRIKANDI

Respondent's Response	F	%
Strongly Agree	8	40
Agree	9	45
Neutral	3	15
Disagree	-	-
Strongly Disagree	-	-
Total	20	100

Source : Author's analysis 2024

This table shows that most employees in each field participated in socialization or training before using the SRIKANDI application. If observed, the majority of employees who respond agree. This can be seen from the classification of employees where 8 respondents, or 40%, responded strongly, and 9 people, or 15%, responded agree, 3 respondents, or 15%, responded neutral, and there were no respondents who disagreed and disagreed regarding attending training before using SRIKAN. However, training related to SRIKANDI is only given to representatives of each field so that not all department employees.

c. Experience using SRIKANDI in daily work

Table 3. Experienced in using SRIKANDI in daily work

Respondent's Response	F	%
Strongly Agree	4	20
Agree	11	55
Neutral	5	25
Disagree		
Strongly Disagree		
Total	20	100

Source : Author's analysis 2024

The table above shows that respondents often use Srikandi in their daily activities. Most respondents agreed with using Srikandi, indicating that Srikandi is a helpful tool in their work. This can be seen from the classification of employees, where 20% of respondents responded strongly agree, 55% responded agree, 25% were neutral, and no respondents disagreed and disagreed with using Srikandi in their daily work. However, it is likely that most employees who are elderly, other than those in the IT field, will find it challenging to learn and operate SRIKANDI, so they need ongoing guidance.

d. SRIKANDI makes everyday work easier

Table 4. SRIKANDI makes everyday work easier

Respondent's Response	F	%
Strongly Agree	5	25
Agree	8	40
Neutral	6	30
Disagree	1	5
Strongly Disagree		
Total	20	100

Source : Author's analysis 2024

Based on the table, 65% of respondents agreed that SRIKANDI makes daily work easier. This can be seen from the percentage of respondents who strongly agree (25%), agree (40%), and are neutral (30%). Only a few respondents, 5%, disagreed, and none strongly disagreed. This shows that respondents generally receive SRIKANDI well, so SRIKANDI has made daily work easier. This conclusion is supported by most respondents who agreed with the information in the table. Based on findings from two triangulated sources from Mojokerto City Education and Culture Office employees, the results show that the Integrated Dynamic Archival Information System (SRIKANDI) is an effective digital tool for managing government records and correspondence. According to the informants, SRIKANDI was created to improve

productivity and to comply with government regulations. The Mojokerto City Education and Culture Office and the Archives and Library Office, involving various representatives from OPDs, have conducted socialization and training on the SRIKANDI application. The overall experience in using SRIKANDI has been very positive, with increased efficiency in managing letters and documents and accelerating administrative processes. Correspondence, e-signing, and document search processes are accelerated and easier with this application. This replaces manual work and improves efficiency in the government workplace.

This finding is supported by Purnamaningsih Putu Eka (2024) in her research entitled Electronic Government Through Integrated Dynamic Archival Information System Management (Srikandi): Case Study of Kpu Bali Province. Regulated by the 2021 Archives Regulation and the 2020 PANRB Ministerial Decree, the SRIKANDI application is a significant advance in the digitization of government administration in Indonesia. SRIKANDI monitors archives and correspondence online, reducing reliance on paper and improving time and cost efficiency. At the Bali Provincial KPU, the application reduces the risk of lost or overlapping documents. Despite issues such as site hesitation, the app supports e-government with high commitment from public officials, HR training, and technology infrastructure. The app is highly beneficial to the government regarding operational efficiency and data security, and it is in line with efforts to modernize public administration through digitalization. This research is also supported by Devega Mariza and Yuhelmi (2023), whose research title, Socialization of the Srikandi Application in Sail Pekanbaru District, shows successful training on the SRIKANDI Application. A Guttman scale survey showed that 84.99% of participants gave positive and responsive responses to the material provided. This indicates that most participants understand the functions and how to use the application well. They can log in, view the menu, compose letters, check incoming letters, and create outgoing letters after the training. These results indicate that the training successfully achieved the objectives and improved participants' understanding of the SRIKANDI application.

Target accuracy

Targeted accuracy in the context of SRIKANDI's application refers to its ability to achieve its stated objectives, such as facilitating online correspondence and realizing the concept of a paperless office. In addition, users also reported increased efficiency in their work after adopting the app, as SRIKANDI speeds up the correspondence process and facilitates overall document management.

a. SRIKANDI can realize online Correspondence

Table 5. SRIKANDI can realize online Correspondence

Respondent's Response	F	%
Strongly Agree	6	30
Agree	10	50
Neutral	3	15
Disagree	1	5
Strongly Disagree	-	-
Total	20	100

Source : Author's analysis 2024

The table above shows that the Integrated Dynamic Archives Information System (SRIKANDI) allows online correspondence through an integrated and easy-to-do process; if observed, most respondents agree. This can be seen from the classification of employees, where six respondents, or 30%, responded strongly agree, 10 respondents, or 50%, responded agree, three respondents or 15% responded neutral, 1 respondent, or 5%, responded disagree, and no respondents expressed strong disagreement regarding the realization of online correspondence through SRIKANDI.

b. SRIKANDI can realize paperless office

Table 6. SRIKANDI can realize paperless office

Respondent's Response	F	%
Strongly Agree	9	45
Agree	8	40
Neutral	3	15
Disagree	-	-
Strongly Disagree	-	-
Total	20	100

Source: Author's analysis 2024

The table above shows that the concept of a "paperless office" can be realized through the use of SRIKANDI with output in the form of PDF files equipped with electronic signatures; the mail distribution process can be done electronically without the need to print physical letters. Most respondents strongly agreed that SRIKANDI can reduce paper use and create a more environmentally friendly work environment. This can be seen from the classification of employees, where nine respondents, or 45% of respondents, responded strongly agree, and eight respondents, or 40%, responded to agree. Three respondents, or 15%, responded neutral to the realization of a paperless office through the SRIKANDI application.

c. There is an increase in work efficiency after the implementation of SRIKANDI

Table 7. Improved work efficiency after SRIKANDI implementation

Respondent's Response	F	%
Strongly Agree	5	25
Agree	8	40
Neutral	4	20
Disagree	3	15
Strongly Disagree	-	-
Total	20	100

Source: Author's analysis 2024

The table above shows that the implementation of SRIKANDI at the Mojokerto City Education and Culture Office has positively impacted work efficiency, simplifying administrative tasks and speeding up various operational processes, as observed by most respondents who agreed. This can be seen from the classification of employees, where 25% strongly agreed, 40% agreed, 20% were neutral, 15% disagreed, and no respondents strongly disagreed regarding the increase in work efficiency after the implementation of SRIKANDI.

The researcher's findings from interviews with three informants and two data triangulations show that the SRIKANDI application facilitates online correspondence and

allows digital letters to be created and sent. This application facilitates local and national correspondence, which eases communication between government agencies in Indonesia. However, there are some exceptions where dispositions must be printed manually, especially for specific purposes or across multiple Agencies. SRIKANDI supports the concept of a "paperless office" by conducting all approvals electronically. Overall, using this application has improved work productivity, accelerated the correspondence process, and reduced the need for face-to-face meetings. The app's impact on work efficiency is excellent, although there is still room for feature enhancement.

Implementing e-office in academic administration as part of the paperless program greatly supports policy decision-making. The results show that e-office accelerates mail distribution, allows dispositions to be followed up immediately, reduces the use of office stationery and physical storage space for documents, and facilitates the management of an online incoming and outgoing mail database, which facilitates the process of inputting, updating, and searching for letters. Office stationery was purchased at 100% before e-office but decreased by 70% after e-office, resulting in a 30% savings in office stationery. (Mulyono & Kholid, 2019). Additional studies by Harahap Andes Fuady Dharama (2020) show that technology is an integral part of office work to manage information well, which impacts the quality of managers' decisions. The use of online databases makes it easier to archive and send mail and reduces the use of paper. Designing an e-office system involves identifying complaints and solutions and testing prototypes. Implementing an e-office system speeds up work, reduces the need for paper, and makes archives more accessible.

Timeliness

The timeliness of using the SRIKANDI application includes its ability to efficiently manage incoming and outgoing mail. This application accelerates administration related to correspondence in the government environment, ensures fast and precise handling of incoming letters, and delivery of outgoing letters according to a predetermined schedule.

a. SRIKANDI facilitates the management of incoming and outgoing mail

Table 8. SRIKANDI facilitates the management of incoming and outgoing mail

Respondent's Response	F	%
Strongly Agree	8	40
Agree	9	45
Neutral	3	15
Disagree	-	-
Strongly Disagree	-	-
Total	20	100

Source : Author's analysis 2024

Based on the table, the majority of respondents, 85%, agreed that SRIKANDI facilitates the management of incoming and outgoing mail by automatically recording every incoming and outgoing mail. This can be seen from the percentage of respondents who strongly agree 40%, agree 45%, neutral 15%, and no respondents who disagree or strongly disagree. This shows that SRIKANDI facilitates the mail disposition process for timely follow-up, supported by most

respondents who agreed with the information in the table.

b. SRIKANDI accelerates the process of managing incoming and outgoing mail

Table 9. SRIKANDI accelerates the process of managing incoming and outgoing mail

Respondent's Response	F	%
Strongly Agree	7	35
Agree	7	35
Neutral	4	20
Disagree	2	10
Strongly Disagree	-	-
Total	20	100

Source: Author's analysis 2024

The table above shows that the SRIKANDI application can process incoming and outgoing mail management faster if observed from the percentage of the majority of respondents who strongly agree and agree. This can be seen from the classification of employees, where seven respondents, or 35% of respondents, responded strongly agree and agree, four respondents, or 20% of respondents, responded neutral, and two respondents, or 10%, responded disagree. No respondents strongly disagree that the SRIKANDI application can speed up the management of incoming and outgoing mail.

Researchers' findings based on interviews with three informants and two triangulated sources of Mojokerto City Education and Culture Office employees show that the SRIKANDI application, with its various features, makes it easier to manage incoming and outgoing mail. Using this application, you can receive letters from various agencies, organize dispositions from leaders to subordinates, and send outgoing letters to other agencies. In addition, SRIKANDI increases productivity by allowing paperless access to all letters stored in the database. The app enables quick creation, signing, and sending of outgoing letters, even from a mobile phone. For incoming letters, the app makes it easy for leaders to disposition letters to relevant parties directly, which speeds up follow-up. Despite occasional network issues, the app is still considered a good tool for mail management. This finding is supported by Ridha Mohammad (2023), which includes questionnaire results showing that the Srikandi application increases effectiveness and time efficiency and reduces government budget costs by reducing the use of paper and office equipment. The application's features also speed up the management of incoming and outgoing mail so that work can be completed more quickly.

Achieving the goal

The achievement of the objectives in implementing the SRIKANDI application shows that it supports the agency's vision and mission of achieving Good Governance. SRIKANDI accelerates and increases transparency in correspondence management, enabling agencies such as the Mojokerto City Education and Culture Office to achieve administrative goals more effectively.

a. Achieving the agency's vision and mission for good governance

Table 10. Achieving the agency's vision mission for good governance

Respondent's Response	F	%
Strongly Agree	7	35
Agree	10	50
Neutral	3	15
Disagree	-	-
Strongly Disagree	-	-
Total	20	100

Source: Author's analysis 2024

The table above shows that the SRIKANDI application significantly contributes to achieving the agency's vision and mission and realizing Good Governance more effectively if observed from the percentage of the majority of respondents who agreed. This can be seen from the classification of employees, where 7 respondents, or 35% of respondents, responded strongly agree, 10 respondents, or 50%, responded agree, 3 respondents, or 15%, responded neutral, and no respondents responded disagree and strongly disagree in terms of through the SRIKANDI application the vision and mission of the Mojokerto City Education and Culture Office to realize Good Governance can be achieved.

b. Achieving the objectives of Good Governance

Table 11. Achieving the objectives of Good Governance

Respondent's Response	F	%
Strongly Agree	6	30
Agree	10	50
Neutral	4	20
Disagree	-	-
Strongly Disagree	-	-
Total	20	100

Source: Author's analysis 2024

Based on the table above, most respondents agreed that the objectives of Good Governance at the Mojokerto City Education and Culture Office have been achieved. This can be seen from the classification of employees, where 6 respondents, or 30% of respondents, responded strongly agree, 10 respondents, or 50%, responded agree, 4 respondents, or 20%, responded neutral, and no respondents responded disagree and strongly disagree in terms of achieving the objectives of Good Governance within the scope of the Mojokerto City Education and Culture Office.

Research findings based on interviews with three informants and two triangulated sources of Mojokerto City Education and Culture Office employees show that the SRIKANDI application is critical in supporting the agency's vision and mission to realize good governance. The agency's vision is to provide the best education services and improve access and quality of education. SRIKANDI has successfully improved correspondence management in the local government and accelerated and improved administrative processes, especially

in correspondence management and electronic signatures (TTE). However, there are some barriers to TTE. SRIKANDI's main advantages are efficient and transparent correspondence management, access from multiple places, and support for the paperless concept. In addition, the application helps organizations achieve good governance by improving timeliness and accountability. These findings are supported by research by Prasetyawati Agustin Eny [2023], showing that the development of archival systems and services helps Sleman Regency governance to be transparent, efficient, effective, and accountable. Optimizing the National Archives Information System (SIKN) and the National Archives Information Network (JIKN) and archive lending services are part of the archival system development efforts. On the other hand, implementing SIMARDA and SRIKANDI applications is part of the effort to develop archival services.

Real change

The SRIKANDI application has significantly impacted the faster completion of tasks and changed the working mechanism from manual to digital. Mail management has become more efficient and transparent despite technical challenges and employee adjustment to the new system.

a. SRIKANDI has a positive impact on work

Table 12. SRIKANDI has a positive impact on work

Respondent's Response	F	%
Strongly Agree	5	25
Agree	10	50
Neutral	5	25
Disagree	-	-
Strongly Disagree	-	-
Total	20	100

Source : Author's analysis 2024

Based on the table above, the majority of respondents agreed that using the SRIKANDI application has had a significant positive effect on the work carried out by the respondents. This can be seen from the classification of employees, where 5 respondents, or 25% of respondents, responded strongly agree and neutral, and 10 respondents, or 50%, responded agree. No respondents disagreed or strongly disagreed with the SRIKANDI application, which positively influenced the work of employees of the Mojokerto City Education and Culture Office.

b. SRIKANDI brings changes to the work mechanism

Table 13. SRIKANDI brings changes to the work mechanism

Respondent's Response	F	%
Strongly Agree	5	25
Agree	10	50
Neutral	5	25
Disagree	-	-
Strongly Disagree	-	-
Total	20	100

Source : Author's analysis 2024

The table above shows that most respondents agreed that the SRIKANDI application also changed the work mechanism by changing the manual process to automatic. This can be seen from the classification of employees, where 5 respondents, or 25% of respondents, responded strongly agree and neutral, 10 respondents, or 50%, responded agree, and no respondents responded disagreed or strongly disagreed with the SRIKANDI application, bringing changes to the work mechanism of employees of the Mojokerto City Education and Culture Office.

c. SRIKANDI brings behavioral changes in the management of incoming and outgoing mail

Table 14. SRIKANDI brings behavior change

Respondent's Response	F	%
Strongly Agree	6	30
Agree	10	50
Neutral	4	20
Disagree	-	-
Strongly Disagree	-	-
Total	20	100

Source : Author's analysis 2024

The table above shows that the SRIKANDI application can bring about behavioral changes in managing incoming mail and mail if observed from the percentage of the majority of respondents who agreed. This can be seen from the classification of employees, where 6 respondents, or 30% of respondents, responded strongly agree, ten respondents, or 50% of respondents, responded agree, 4 respondents, or 20%, responded neutral, and no respondents responded disagree and strongly disagree in terms of the SRIKANDI application can bring about behavioral changes in the management of incoming letters and outgoing letters. Researchers' findings based on interviews with three informants and two triangulated sources of Mojokerto City Education and Culture Office employees stated that the SRIKANDI application improves the efficiency and speed of mail management, facilitates access and delivery of mail, improves administrative performance, and reduces the risk of errors and lost documents. In addition, the app changes work mechanisms by improving the structure and efficiency of mail management, reducing errors and lost documents. By switching from manual to digital methods, the SRIKANDI application has changed behavior, reduced the need for physical storage, and improved the search and management of mail. However, problems include network issues that interfere with sending attachments or letters, inaccurate use of electronic signatures, and difficulty adjusting to new features. Sometimes, users must return to using the app when it is fixed. These findings are supported by research by Finuya Haftinia and Syari Cahyan (2022), which highlights that digital correspondence, also known as e-office, is the transformation of incoming and outgoing mail into a digital format. It replaces administrative and management processes manually or conventionally with electronic systems. This finding is also supported by Millen and RFS Harapan Tua (2023) in their research, which states that several things hinder the SRIKANDI application service at the Pekanbaru City Library and Archives Office. One of them is the limited number of human resources (HR) who cannot provide technical guidance to Regional Apparatus Organizations (OPD) in Pekanbaru City because many OPDs need training to understand how to use the SRIKANDI application. In addition, unstable internet network problems and frequent disruptions to the SRIKANDI application server cause difficulties in sending and receiving letters, and the absence of incoming letter notifications before the application is opened

hinders the implementation of task orders, which hampers the service process.

There are several limitations in this study, namely, the number of respondents in this study was only 20 people, which may not include all members of the population to be studied. The generalizability of this study is limited because the research was conducted in the specific scope of the Mojokerto City Education and Culture Office, so it may not apply to different settings or populations, also, this study uses data derived from respondents' self-reports, which may potentially contain biases and inaccuracies. In addition, the lack of a control group in this study hinders the ability to compare the impact of SRIKANDI implementation, which may limit the causal inferences that can be drawn. The limitations regarding archive storage facilities at the Mojokerto City Education and Culture Office are still manual, whereas SRIKANDI is only used to manage incoming and outgoing letters. Previous studies have also shown that the Mataram City Archives and Library Office only uses existing facilities to manage archives, and the Srikandi application has yet to be fully utilized. Most problems were cost limitations, staff shortages, and the need to understand the application. As a result, the manual system is considered more efficient and effective (Ali et al., 2024).

4. Conclusion

Implementing the Integrated Dynamic Archival Information System (SRIKANDI) at the Mojokerto City Education and Culture Office has been successful, following intensive user socialization and training. While the application is practical in facilitating online communication and implementing the digital office concept, there are still challenges in spreading the implementation evenly across all areas. Nonetheless, despite occasional network issues, SRIKANDI has proven successful in speeding up the management of incoming and outgoing mail. The application also supports the vision and mission of achieving Good Governance at the Mojokerto City Education and Culture Office. However, there is still room for improvement in some areas. In general, SRIKANDI has resulted in positive changes in the way incoming and outgoing mail is managed, despite challenges such as network issues and adaptation to new technology. Recommendations for the future include increased training for users, improved network infrastructure, and the development of application features to increase efficiency and support good governance more effectively.

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