



Office Facilities and Electronic Archives Support (E-Archive) Implications on Quality of Services at The Notary-PPAT Office in Denpasar (Case Study at The Notary-PPAT Office Ni Made Kusuma Dwijayanti, SH., M.Kn)

Ni Nyoman Seri Astini*, Kadek Dwi Milleana Dewi, Ida Bagus Gede Udiyana, Ni Ketut Karwini, Ida Bagus Prima Widianta and I Made Kardiana

Sekolah Tinggi Ilmu Manajemen Indonesia STIMI "Handayani" Denpasar-Indonesia

*seriastini70@gmail.com; dewidwimilleanadewi@gmail.com; udiyanaidabagus63@gmail.com; karwini@yahoo.com; idabagusprima@gmail.com; madekardiana19@gmail.com

Published: 15/09/2022

How to cite (in APA style):

Astini, N. N. S., Dewi, K. D. M., Udiyana, I. B. G., Karwini, N. K., Widianta, I. B. P., & Kardiana, I. M. (2022). Office Facilities and Electronic Archives Support (E-Archive) Implications on Quality of Services at The Notary-PPAT Office in Denpasar (Case Study at The Notary-PPAT Office Ni Made Kusuma Dwijayanti, SH., M.Kn). *Jurnal Ekonomi dan Bisnis Jagaditha*, 9(2), 209-215. doi: <https://doi.org/10.22225/jj.9.2.2022.209-215>

Abstract—The purpose of this study was to determine and analyze the importance of office facilities and Electronic Archives (E-Arsip) on the quality of services at the Notary-PPAT Office of Ni Made Kusuma Dwijayanti, SH., M.Kn. The type of data used in this research is quantitative data with the data source, namely primary data. The collection method is distributing questionnaires to respondents, using classical assumption test analysis techniques, multiple linear regression and hypothesis testing service quality is realized properly if adequate office facilities are used as archive storage places. Using this electronic archive system can save storage space, shorten time, and make it easier to recover archives, and improve archive security, so it doesn't take a long time when the client needs the archived files. The results of the research on office facilities have a positive and significant effect on the quality of services at the Notary Office-PPAT Ni Made Kusuma Dwijayanti, SH., M.Kn., as evidenced by the tcount value of 3.617 and a significant value of $0.001 < 0.05$. Electronic archives have a positive and significant effect on service quality at the Notary-PPAT Office of Ni Made Kusuma Dwijayanti, SH., M.Kn., as evidenced by the tcount value of 5.790 and a significant value of $0.000 < 0.05$. Office facilities and electronic archives simultaneously have a significant influence on the quality of services at the Notary-PPAT Office of Ni Made Kusuma Dwijayanti, SH., M.Kn., as evidenced by the F Count value of 94,325 with a significance value of $0.000 < 0.05$. From the office facilities variable and the Electronic Archive variable (E-Archive) it can be said that the Electronic Archive variable is more dominant in service quality.

Keywords: electronic archives (e-archive); office facilities; service

I. INTRODUCTION

Competition is so tight between Notaries-PPAT and market segmentation is saturated, and land problems often occur in Denpasar, then the Notary-PPAT office needs to innovate service quality so that it can increase client/customer loyalty and is expected to increase new clients/customers. Strategies to maintain loyalty and customer satisfaction can be done through several approach factors, namely

electronic filing systems (E-Arsips) and office facilities in an effort to realize excellent service quality for clients / customers. Excellent service quality can be realized properly if it is supported by adequate office facilities and archive information technology as a place for storing archives. The selection of the right office facilities and archive information technology is important to support the quality of services provided, so that the Notary-PPAT office must properly understand

office facilities and archive information technology support is needed to make it easier to find the archives of office customers. Office facilities can support the filing system in increasing customer loyalty and satisfaction.

Improving the quality of services, the Notary-PPAT office always tries to provide office facilities and archive information technology needed to make it easier to carry out archival activities.

Managing electronic-based records requires special knowledge and skills in archival governance coupled with knowledge of archive information technology. Electronic filing in the land sector is important to ensure the availability of archives. One type of land parcel archive is a land certificate. Land certificate is proof of ownership of land rights by a person currently still issued physically (paper). This has the potential for certificate forgery and the vulnerability of certificates being damaged or lost.

The choice of office facilities and Electronic Archives (E-archives) here is due to the many problems that occur in the land sector due to lack of attention to archive storage related to land and inadequate facilities. Lack of office facilities can result in a lack of service levels for clients/customers, so that it can reduce customer loyalty and satisfaction, impacting customers' reluctance to process files again at the Notary-PPAT. As for electronic archives (E-archives), the lack of ways to manage archives and archival documents is difficult to find when needed so that archives cannot be recovered quickly. The development of archival technology will make it easier to find archival documents and have a positive effect and increase customer loyalty and satisfaction.

The previous related study has been conducted by Dewi & Dewi (2021) and Saeroji et al. (2021). Dewi & Dewi (2021) analyze the use of electronic records to support the effectiveness of employee performance and the factors that support employee performance. The results showed that the use of electronic archives supports employee performance. The benefits of using electronic archives include easy and fast use, safe, and time-saving. There are four factors supporting employee performance: the work environment, ability, motivation, and adequate facilities. Factors supporting employee performance in using electronic records are leaders who always encourage employees to learn and develop themselves and a comfortable work environment for employees, human resource

capabilities, and adequate facilities and equipment provided by the institution. Saeroji et al. (2021) in their study that determine the effectiveness of SISUMAKER as a means of archival information revealed that the SISUMAKER application is effective and effective in recovering information or archives.

Based on the background and the previous studies above, the purpose of this study was to analyze and determine the effect of office facilities and electronic archives/E-Archives on service quality at the Notary Office -PPAT Ni Made Kusuma Dwijayanti, SH., M.Kn. partially and multiple.

II. CONCEPT AND HYPOTHESIS

Office Facilities

Facilities are everything that can facilitate and expedite the implementation of a business. Moenir (2015:119) states that facilities are all types of equipment, work equipment and other facilities that function as main tools or aids in carrying out work, and also have social functions in the interest of people who are in contact with the work organization. According to Asri et al. (2019) work facilities are facilities provided by the organization to support the running of the organization's wheels in achieving the goals set by the controller, available work facilities will have a positive impact on employees in improving employee performance.

Electronic Archive (E-Archive)

Haryadi in Priansa and Garnida (2013: 170), states that an electronic archive is a collection of stored data in the form of scanned data that is transferred electronically or carried out by digital copy using high resolution, then stored on a hard drive or optical disk. According to the National Archives and Record Administration (NARA), Electronic Archives are archives stored and processed in a format, which only computers can process. Electronic archives are also called machine readable records (archives can only be read through machines). Electronic records are information contained in electronic files and media, created, received, or managed by organizations or individuals and stored as evidence of activities.

Based on the above understanding, it can be concluded that the electronic archive (E-archive) is a collection of data or documents recorded or stored with electronic media with the aim of making it easy to view and retrieve.

Service Quality

Service quality is a condition that shows the extent to which services provided by service provider agencies are able to meet the expectations of service users (Reyes, 2016). Services are activities that do not provide ownership but produce economic activities with intangible outputs and provide benefits to customers as a result of the expected exchange and in the production process involving the customer directly (Abarca, 2021). Based on the above understanding, it can be concluded that service quality is an activity or action offered to meet consumer needs with the accuracy of the delivery method in order to meet the expectations, loyalty and satisfaction of these customers.

Hypothesis

H₁: Office facilities have a significant

positive effect on service quality at the Office of Notary-PPAT Ni Made Kusuma Dwijayanti, SH., M. Kn.

H₂: Electronic Archives (E-archives) have a significant positive effect on service quality at the Office of Notary-PPAT Ni Made Kusuma Dwijayanti, SH., M. Kn.

H₃: The office and electronic archives (e-archives) have a significant positive effect on the service quality of the PPAT Office Ni Made Kusuma Dwijayanti, SH., M. Kn.

Framework

The relationship of office facilities, electronic archives (e-archives) to the level of service quality is described in accordance with the following framework:

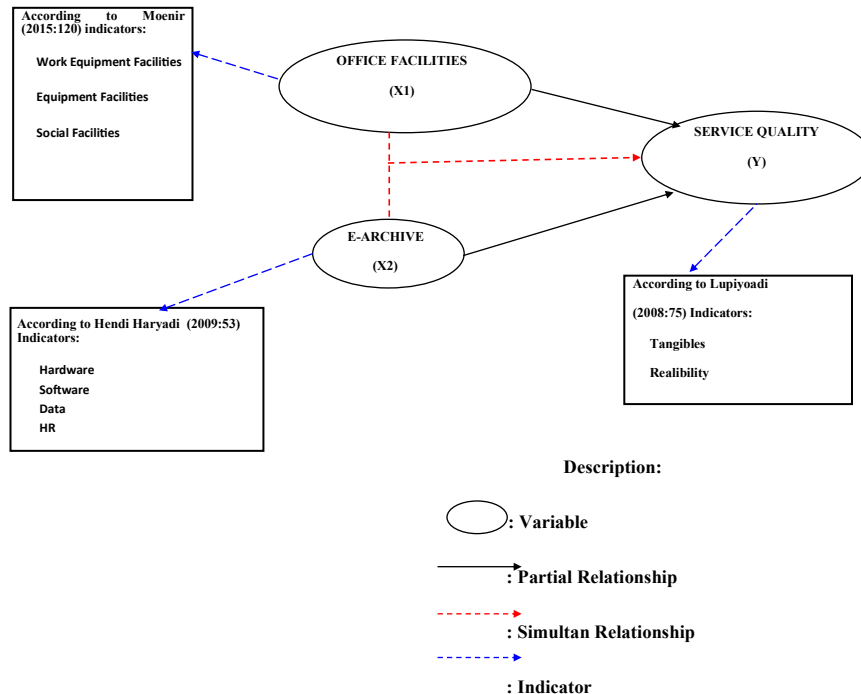


Figure 1
Framework

III. METHOD

The objects in this study are office facilities, electronic archives (E-archives), service quality. Meanwhile, the subjects in this study were clients who carried out land-related activities at the Notary-PPAT Office of Ni Made Kusuma Dwijayanti, SH., M.Kn. The variables of this study are:

Quality Service (Y)

In this study, the meaning of service satisfaction is provided so that clients can trust in file management. The indicators used are in accordance with Lupiyoadi's (2008:75) theory,

namely Tangibles, Realibility, Responsiveness, Assurance, Empathy.

Office Facilities (X1)

In this study, office facilities are work facilities used to serve clients. The indicators for office facilities are used from Moenir (2015:120) namely Work Equipment Facilities, Equipment Facilities, Social Facilities.

Electronic Archive (X2)

In this study, storage activities are used in the form of electronics. The indicators used by Haryadi (2009:53) are Hardware (hardware),

Software (software), Data, Human Resources, Communication Networks, Procedures.

The population in this study were customers of the Notary-PPAT Ni Made Kusuma Dwijayanti, SH., M. Kn, who obtained in the period June 2021 to December 2021 they had performed service activities to clients, with samples taken as many as 40 clients from the Notary Office- PPAT Ni Made Kusuma Dwijayanti, SH., M.Kn. Sampling with random sampling method by means of

cross section. Furthermore, there are several analytical techniques used in this study, namely validity test, reliability test, multiple linear regression analysis, classical assumption test, coefficient of determination test, T test, and F test.

IV. RESULT AND DISCUSSION

Multiple Linear Regression Analysis

Table 1
Multiple Linear Regression Analysis Results

	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
(Constant)	3,019	1,237		2,440	0,020
Office Facilities	0,520	0,144	0,373	3,617	0,001
Electronic Archive	0,450	0,078	0,597	5,790	0,000

Source: Processed data, 2022

Based on table 1, the following multiple linear regression equation is obtained:

$$Y = 3,019 + 0,520X_1 + 0,450X_2$$

The results of the calculation of the values of 1, and 2 between office facilities and electronic archives on service quality show that:

a. = 3.019, meaning that if office facilities (X1) and electronic archives (X2) are zero, then the value of service quality is 3.019.

$\beta_1 = 0.520$, meaning that every increase in the level of office facilities (X1) by one unit, it will be followed by an increase in service quality (Y) by 0.520.

$\beta_2 = 0.450$, meaning that for every increase in the value of electronic archives (X2) by one unit, it will be followed by an increase in service quality (Y) of 0.450.

Coefficient of Determination Analysis (Adjusted R2)

Table 2
Coefficient of Determination Test Results

R	R Square	Adjusted R Square	Std. Error of the Estimate
.914 ^a	.836	.827	1.034

Source : Processed Data, 2022

Based on table 2, the adjusted R2 value is 0.827. Thus, the magnitude of the influence of office facilities and electronic archives on the quality of services at the Notary-PPAT Office of Ni Made Kusuma Dwijayanti, SH., M.Kn., is 82.7% while the remaining 17.3% (100% - 82, 7%) influenced by other factors not examined.

Hypothesis testing

T-Test

The test was carried out using a significance level of 0.05 ($\alpha=5\%$). The results of the t-test of the effect of office facilities and electronic archives on service quality at the Notary-PPAT Office of Ni Made Kusuma Dwijayanti, SH., M.Kn. in table 3 shows that:

The effect of office facilities on service quality at the Notary-PPAT Office of Ni Made Kusuma Dwijayanti, SH., M.Kn. this can be shown from the results of tcount of 3.617 and a significant value of 0.001 <0.05, it can be concluded that office facilities have a positive and significant effect on service quality at the Notary-PPAT Office of Ni Made Kusuma Dwijayanti, SH., M.Kn., so that the first hypothesis (H1) is accepted.

The effect of electronic archives on service quality at the Notary-PPAT Office of Ni Made Kusuma Dwijayanti, SH., M.Kn. this can be shown from the results of tcount of 5.790 and a significant value of 0.000 <0.05, it can be concluded that electronic archives have a positive and significant effect on the quality of services at the Notary-PPAT Office of Ni

Made Kusuma Dwijayanti, SH., M.Kn., so that the second hypothesis (H2) is accepted.

F-Test

Tabel 3
Coefficient of Determination Test Results

	Sum of Squares	df	Mean Square	F	Sig.
Regression	201.567	2	100.783	94.325	.000 ^b
Residual	39.533	37	1.068		
Total	241.100	39			

Source : Processed Data, 2022

The results of the F test in table 5 show that the F Count value is 94,325 with a significance value of $0.000 < 0.05$, so it can be concluded that office facilities and electronic archives simultaneously have a significant relationship to service quality at the Notary Office-PPAT Ni Made Kusuma Dwijayanti, SH., M.Kn.

DISCUSSION

The Influence of Office Facilities on the Service Quality of a Notary Office-PPAT Ni Made Kusuma Dwijayanti, SH., M.Kn.

The effect of office facilities on service quality at the Notary-PPAT Office Ni Made Kusuma Dwijayanti, SH., M.Kn. this can be shown from the results of tcount of 3.617 and a significant value of $0.001 < 0.05$, it can be concluded that office facilities have a positive and significant effect on service quality at the Notary-PPAT Office of Ni Made Kusuma Dwijayanti, SH., M.Kn. , so that the first hypothesis (H1) is accepted. Based on the results of the analysis of the model, that the quality of service is realized properly if the office facilities are adequate as a place for storing archives. Office furniture is one of the office facilities (infrastructure) provided by the company to help store files in the office. The selection of the right furniture is important to support the quality of the services provided, so the company must properly understand the furniture needed to make it easier to find the archives of office consumers. Office facilities can support the filing system in increasing service satisfaction.

For employees complete office facilities will support the quality of these services, while for customers with adequate office facilities will provide a sense of comfort and satisfaction when the service process takes place. The results of this study are supported by research from Safitri & Rustiana (2017) and Kurniasari & Oktarina (2020) which state that office facilities have a positive and significant

influence on service quality.

The Effect of Electronic Archives on the Service Quality of the Notary Office-PPAT Ni Made Kusuma Dwijayanti, SH., M.Kn.

The effect of electronic archives on service quality at the Notary Office-PPAT Ni Made Kusuma Dwijayanti, SH., M.Kn. this can be shown from the results of tcount of 5.790 and a significant value of $0.000 < 0.05$, it can be concluded that electronic archives have a positive and significant effect on the quality of services at the Notary-PPAT Office of Ni Made Kusuma Dwijayanti, SH., M.Kn. , so that the second hypothesis (H2) is accepted. Based on the analysis of the model, that using this electronic archive system can save storage space, shorten time and make it easier to recover archives, and increase archive security, so it doesn't take a long time when the client needs the archived file.

Electronic archives are very helpful because they make it easier for users to work and provide benefits that can be felt by all employees who need the information. With the other stages of electronic archive management, all work done by employees can be completed more easily, quickly, precisely, and efficiently in terms of time and effort. The results of this study are supported by research from Anggraini (2018) and Veranita (2018) showing that electronic archives have a positive and significant effect on service quality.

The Influence of Office Facilities and Electronic Archives on the Service Quality of a Notary Office-PPAT Ni Made Kusuma Dwijayanti, SH., M.Kn.

The calculated F value is 94,325 with a significance value of $0.000 < 0.05$, so it can be concluded that office facilities and electronic archives simultaneously have a significant relationship to the quality of services at the Notary-PPAT Office of Ni Made Kusuma Dwijayanti, SH., M.Kn. This shows that in improving services, the company always tries to provide the office facilities needed to make

it easier to carry out archival activities. The quality of service is realized well if adequate office facilities as a place for storing archives.

One way to make customers loyal/loyal to the services offered is to improve the quality of customer service. The company carefully determines customer needs in an effort to fulfill the wishes and improve service providers and facilities provided. Because good service will make customers satisfied in using the company's services, once satisfied, customers will always be loyal to using the services of the Notary-PPAT office. This study found that the main variables that encourage the improvement of service quality at the Notary-PPAT office are office facilities and electronic archives (E-Arsip) variables. So, this research can be formulated in the form of an equation that service quality is a function of office facilities and E-Archives or it can be formulated Service quality F (Office Facilities n E-Archives)

V. CONCLUSION

Based on the results obtained above, it can be concluded that a) office facilities have a positive and significant effect on service quality at the Notary-PPAT Office of Ni Made Kusuma Dwijayanti, SH., M.Kn. Of the three indicators of office facilities used, namely Work Equipment Facilities, Equipment Facilities, Social Facilities, it shows that the indicators of work equipment facilities are the most dominant indicators affecting the quality of customer service at the Office of Notary-PPAT Ni Made Kusuma Dwijayanti, SH., M.Kn. b) Electronic archives have a positive and significant effect on service quality at the Notary-PPAT Office of Ni Made Kusuma Dwijayanti, SH., M.Kn. Of the 6 indicators used, namely Hardware (hardware), Software (software), Data, Human Resources, Communication Networks, Procedures, procedure indicators are the most dominant indicators affecting the quality of customer service at the Office of Notary-PPAT Ni Made Kusuma Dwijayanti, SH., M.Kn. c) Office facilities and electronic archives simultaneously have a significant relationship to the quality of services at the Notary-PPAT Office of Ni Made Kusuma Dwijayanti, SH., M.Kn. This shows that in improving services, the company always tries to provide the office facilities needed to make it easier to carry out archival activities. Therefore, it can be suggested that a) to improve the quality of service at the Notary-PPAT Office of Ni Made Kusuma Dwijayanti, SH., M.Kn., adequate

facilities are needed to support each employee's work, because for employees complete office facilities will support the quality of these services, while for customers with facilities an adequate office will provide a sense of comfort and satisfaction when the service process takes place. b) To improve the quality of service at the Notary-PPAT Office of Ni Made Kusuma Dwijayanti, SH., M.Kn., it is necessary to redesign an electronic archive storage system that is more organized, thus facilitating access, as well as providing special training for archive managers so that they have good and more professional skills in managing records electronically.

References

- Asri, A., Ansar, A., & Munir, A. R. (2019). Pengaruh Kompensasi, Fasilitas Kerja dan Kepemimpinan terhadap Kinerja Melalui Kepuasan Kerja Pegawai pada Rektorat UIN Alauddin Makassar. *YUME: Journal of Management*, 2(2). doi:<https://doi.org/10.2568/yum.v2i1.382>
- Dewi, T. Q., & Dewi, Y. E. P. (2021). The Utilization of Electronic Archives as a Support for Study Employee Performance at The Customs and Excise Office Type A Semarang Customs. *International Journal of Social Science and Business*, 5(4), 569. doi:[10.23887/ijssb.v5i4.40446](https://doi.org/10.23887/ijssb.v5i4.40446)
- Haryadi, H. (2009). *Administrasi Perkantoran untuk Manajemen & Staf*. Jakarta Selatan: Transmedia Pustaka.
- Kurniasari, R. R. A., & Oktarina, N. (2020). Pengaruh Fasilitas Kantor, Disiplin Kerja, Dan Kompetensi Pegawai terhadap Kualitas Pelayanan. *Business and Accounting Education Journal*, 1(3), 280–289. doi:[10.15294/baej.v1i3.46524](https://doi.org/10.15294/baej.v1i3.46524)
- Lupiyoadi, R. (2008). *Manajemen Pemasaran Jasa*. Jakarta: Salemba Empat.
- Moenir. (2015). *Manajemen Pelayanan Umum Indonesia*. Jakarta: PT. Bumi Aksara.
- Reyes. (2016). Indikator Pelayanan Publik. *Kualitas Pelayanan*, 3(1), 1–26.
- Saeroji, A., Andriyati, R., & Muhsin, M. (2021). Analisis Efektivitas Aplikasi E-Arsip sebagai Media Temu Kembali Informasi. *Efisiensi: Kajian Ilmu Administrasi*, 18(1), 1–14. doi:[10.21831/efisiensi.v18i1.34895](https://doi.org/10.21831/efisiensi.v18i1.34895)
- Safitri, D., & Rustiana, A. (2017). Pengaruh Kompetensi Pegawai, Fasilitas Kantor, dan Disiplin Kerja terhadap Kualitas Pelayanan di Dinas Kependudukan dan Catatan Sipil Kabupaten Semarang. *Economic Education Analysis Journal*, 6(1), 120–130. Retrieved from <https://journal.unnes.ac.id/sju/index.php/eeaj/article/view/13478>
- Veranita, M. (2018). *Implementasi Electronic Filing (E-Filing) dalam Mendukung*

Pelayanan Administrasi. In Prosiding Eksis.
Retrieved from file:///C:/Users/aisbj/
Downloads/IMPLEMENTASIE-
FILING.pdf

Peraturan Pemerintah Republik Indonesia Nomor
37 Tahun 1998 Tentang Peraturan Jabatan
Pejabat Pembuat Akta Tanah