Grip Work Journey (GWJ) as Office Administration Application

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Abstract

The main objective of this research is to produce appropriate technology needed by strategic industries by contributing to alumni and students of UNJ, especially the leaders, secretaries, and administrative staff in the use of technology (ICT) through the Grip Work Journey (GWJ) Application as a facility to complete office work effectively and efficiently in accordance with the relevance of technology. This research uses research and development (R&D) methods. The aim of the first year of this study was "To provide solutions to facilitate the completion of the Secretary's tasks through ICT-based applications and to create a manual for using the GWJ application". The steps of the first year of research are looking for potentials and problems, literature study, information gathering, product design, product validation, design revision, and product manufacture. Steps in the second-year study that is a limited trial, product revision 1, used trial, product revision 2, and mass product. The outputs in this research are the GWJ Application Products which can be downloaded at the Google Play Store, the Manual of the Grip Work Journey Application and the Secretary of Millennial Books. State of the Art Work stacking that occurs is caused by several factors, that is (1) The absence of a system that makes it easy for the secretary to do his work (2) Lack of reminder devices because of the many work duties of a secretary (3) lack of motivation in carrying out the work of a secretary. Strengths This application is that it can simplify the work of employees in the office, but the drawback is that for now the application is only used on smartphones.

Keywords: Grip Work Journey, ICT Utilization, Office Administration, Secretarial Work Application.

Introduction

The millennial era is characterized by the era of ICT in which most information and communication based activities shift a portion of office work that was previously based to become ICT based. Based on the results of a survey conducted on the research, I, as much as 85% of respondents approved their work using applications that support a very large technology for office work.
Nowadays those who are highly accepted in professional administrators, secretaries or employees who do not meet the application needs in supporting office work. It often happens when office workers are unable to complete their tasks according to the tasks given to be neglected and of course provide coordination to the organization. The work of the leader becomes hampered, so the leader cannot provide maximum work results.

In addition, based on previous research, the applications currently used are very many and cannot be supported by applications for each stand-alone activity. Administrator Caused, the secretary or employee is difficult to use each of these applications. Where they have to use one application that will be used.

Based on this experience, administrators, secretaries and leaders are very happy if there is one application that can help several jobs at once. This in addition to helping the application also makes it easier for them to work. Based on the above questions, the authors offer the Mobile & DesktopGrip Work Journey (GWJ) application to provide solutions to the work of secretaries and innovations to facilitate work quickly and well at their job. The number of Smartphone & Computer users in Indonesia is relatively increasing every year, making this application more feasible to use.

**Literature Review**

State of The Art In Modern times, it is not uncommon to find some organization still subjecting secretaries o the use of manual typewriters. When secretaries’ are not provided with efficient and effective working tools, productivity is definitely bound to be low (Akpomi, 2009). The availability and adequacy of ICT resources for OTM (Office Technology and Management) programmed have generated serious concerns recently (Amiya, 2013). The emergence of ICT which bring about modern office equipment has transformed not only the management functions but also imparted the secretarial duties. It has increased secretarial efficiency and has made accessibility of information easy for decision making. It has made today’s office look more sophisticated and more interesting place of work. But it is sad to note that some secretaries still find themselves using the conventional method of carrying out their duties. This might not be farfetched from the stereotypical attitude of the secretaries, non-availability of ICT facilities; ill-competence of using the facilities among others.

Based on the statement above, that currently a secretary cannot work optimally if it is not assisted by technology. Therefore technology becomes a serious problem that development must always be followed so as not to be left behind. Technological failure or difficulty in following technological developments can cause work to be ineffective and inefficient.

A secretary according to H.W. Fowler and F.G. Fowler was quoted by (Yatimah, 2009) Secretary: (1) Person employed by another to assist him in correspondence, literary work, getting information and other confidential matters. (2) An official appointed by society or company or corporation, and deal in the first instance with business. A secretary is a professional position whose job requires expertise and skills, but special expertise and skills are not enough. A secretary needs technical training and adequate experience to become a professional secretary. Special education is needed for the secretary to add knowledge, as well as deepening knowledge about the world of secretaries. The term Secretary comes from the Latin word secretum, which means secret. In French, it is called secrétaire, in the Dutch language that is secretary, which comes from the word secret means secret.

Responding to the theory above in my opinion, the secretary initially served as someone who kept the secret of the leadership and company secrets, but now the secretary's duty is not only that. In line with developments in the company's secretarial duties are more developed, the secretary is required to assist the work of the leadership in achieving company goals. A secretary not only receives orders from the leadership but also assists actively in carrying out the patterns of conduct of the manager so that the organization can run smoothly to achieve the main goal. A secretary is an assistant who helps all matters carrying out tasks so that the leader can act effectively in carrying out its management. Along with the development of the business and technology world at this time, the task of the secretary as an assistant leader is no longer limited in the field of administration, but the scope is even broader such as setting up a leadership desk, arranging meetings, carrying out archives and others.
Even the secretary is now carrying out the task of management activities, namely planning, directing, coordinating, controlling to perfection.

Office automation is all formal and informal information systems, especially those relating to communication of information to and from different people inside and outside the company. In other words, office automation is a plan to combine high technology through process improvement. Office automation is used by everyone who works in the office. There are four categories of office auto users, namely:

1. Managers are human resources who are in charge of company resources.
2. Professionals are people who are not experts, but helpers, salespeople, and special staff assistants. Managers and professionals are known as educated workers.
3. The secretary is usually assigned to specially educated workers to carry out various tasks asking for correspondence, answering the telephone, and arranging meetings.
4. Administrative Officer is tasked with carrying out duties for the secretary, such as running a photocopier, compiling documents and sending letters.

The benefits of office automation are the links of various components in handling information from input to distribution by optimizing the use of technological assistance and minimal human intervention. Thus it will make information easier and cheaper to use, move, and maintain. In the end, it can lay a strong foundation for information integration so that companies can compete better.

According to (Safaat, 2012), "Application software is a subclass of computer software that utilizes the ability of the computer directly to perform a task desired by the user". Usually compared to system software that integrates a variety of computer capabilities, but does not directly apply that ability to do a task that benefits the user.

Before the research that the author did, there had been previous research and had been implemented, namely the Yogyakarta regional office administration system (SISMINKADA) and the Deja Office Application. Strengths This application can simplify the work of all employees in the office but there are deficiencies in this application that can only be used on smartphones. Also, this application is a bit complicated and the content contained in this application is still not simple to use.

According to (Suprapto, 2008), "Every person who works usually needs tools to complete his work to make it easier". In terms of this Grip Work Journey application was created as a tool to facilitate the work of the secretary to make it easier.

According to (Khadir, 2014), "program is a term that can be used by program makers, while an application is a term from the user side of the program". Meanwhile, according to Hanrizal, "program is composed of a series of instructions. When an instruction is carried out, operations that are by following the industry are done by the computer." UNISSULA industry, "general-purpose programs can be used for a variety of applications". The Grip Work Journey application is a programming that is contained in smartphones and computers which is set by loading some content where all content programmed in the application has the aim to assist the secretary in completing his work.

**Research Question**

By looking at the background that has been raised, then the problem that the researcher formulated in this scientific paper is: "How can the Grip Work Journey Application facilitate the completion of the secretary's task?"

**Research Design and Methodology**

Chancellor's agenda. The method used in this research is the research and development (R & D) method. This is research whose results can be used to help the implementation of work so that the work can be more productive, effective and efficient.
The steps for using the R&D Method that we will use are appropriate with the steps proposed by (Sugiyono, 2013), as follows:.

Steps - Steps for Research

![Diagram of Steps for Research](image)

Figure 1: Steps - Steps for Research

Source: (Sugiyono, 2013)

Result and Discussion

First Year Research Steps

Potential and Problems

D3 Alumni Secretariat of the UNI Faculty of Economics has enormous potential in obtaining the position of secretary or Administrator of a company or agency. This is a great potential in the use of ICT-based applications in the completion of office jobs. Job buildup and difficulties in completing work are things that need to be addressed quickly. Therefore, with the existence of ICT-based applications, it is a solution to the above problems.

Literature Studies

Potential and these problems are then collected various information from various sources and reviewed based on appropriate literature studies. In office or secretarial administration, work management can be done manually and use office technology. The use of modern technology is certainly very helpful in facilitating and completing these jobs.

Information

Collection information updated from the field and literature studies can be used as material for product planning that will be made and is expected to help overcome the problem. The information needed in this study is office work and how a secretary and administrator complete the office work through ICT technology. The data obtained include primary and secondary data, primary data
obtained from the results of questionnaires distributed to respondents. While secondary data is obtained from the study of documentation and internet access. In this study, we used a questionnaire to capture information obtained from alumni who worked as secretaries, administrators, deputy managers, and customer service. As for our respondents, there were 27 people, consisting of 15 Secretaries (56%), 10 administrators (37%) and our deputy managers and customer services grouped into other jobs by 2 people (7%).

**Product Design**

The product we will produce is based on product Information and Communication Technology (ICT), called Grip Work Journey (GWJ), which is expected to increase effectiveness and efficiency secretary and administrative work. Our product design is an application that can be used on Smartphones Android-based by having 6 main features or menus, namely mail, note, reminder, schedule, news, and contact.

The determination of product design begins with finding information, about what office work is done by the administrator and secretary in helping the work of the leader. Next, we identify these needs and put them in the form of menus that are expected to ease the workload of administrators and secretaries and leaders.

**Design Validation**

Validation was carried out in a discussion forum by presenting ICT experts and students who were conducting street vendors and internships where they understood the office work they were carrying out, which discussed product design evaluation and assessed the advantages and disadvantages of the product. The discussion forum began with a presentation on the Grip Work Journey (GWJ) Application and the delivery of the advantages of the application. The Discussions Focus Group was held on July 28, 2018, attended by 27 participants where the most emphasized advice by the participants was the application display.

**Design Revision**

After product design is validated in a discussion forum by experts and PKL students and interns who understand the development of technology in the workplace, the weaknesses in the product are revised by improving the design of the product. Design revisions continue to be made to find the perfect model or shape of this product. The design revision was carried out in Focus Group Discussion 2 and socialization was held on August 24, 2018, attended by 38 participants.

**Product Making**

After the product design is considered valid, then the product is made in the form of an ICT-based secretarial work application that can currently be operated on Android-based smartphones.

**Second Year Research Steps**

**Limited Trial**

The trial was conducted by researchers on alumni who worked as administrators and secretaries. Through this limited trial is expected to be able to find out the constraints found by users, such as difficulties in installing and difficulties in using the GWJ application. So researchers can produce GWJ applications that can simplify the work.
Product Revision 1

After testing the application the researcher made a product revision according to the user's response to the trial. Some of the revised features are:

1. News feature. External news has been added with other information / news sources, such as compass, coverage 6 and Legal.
2. Schedule feature. Making a schedule does not have to be connected to Google Schoolar in the sense that it can be directly made on the GWJ application.
3. Reminder feature. Can provide notification regarding the schedule that has been made.

Usage Trial

After going through the product revision the next trial is carried out, namely the usage test conducted to research members to see the extent of changes from the previous product, especially some features that are recommended for improvement and improvement.

Revision 2

Through the trial use of the product, several obstacles were found in every account that uses the application. Then the next product revision is done with the hope that it will still produce results better on the GWJ application so it is convenient and useful in carrying out the work of administrators and secretaries.

Creating Grip Work Journey (GWJ) Application

Based on the results of a literature study on office work and office automation, it was found that the notion of automation is a way of implementing procedures and work procedures automatically, with the most comprehensive and efficient utilization so that existing materials and sources can be utilized properly. Office automation is often referred to as electronic-based office activities, where manual office-based work processes change to electronic-based work processes (Sedarmayanti, 2001). Office automation alone cannot be separated from office technology. Office automation can be said as a way of combining technology in order to improve the process of carrying out office work.

In supporting office work, which is increasingly complex and complex, it is necessary to use ICT-based applications that can help the work. Therefore we designed an android based secretarial work application. We chose this because no one is currently not dependent on cellphones and based on the survey results that the most widely used type of android.

The product we will produce is based on product Information and Communication Technology (ICT), which is expected to increase effectiveness and efficiency secretary and administrative work. Our product design is an application that can be used on Smartphones Android-based.

Application design begins with mapping the application needs that are in accordance with current developments. Next, we choose 6 (six) main menus that we developed in this application. The six main menu consists of a letter (mail), note, reminder, Schedule, news and contact.
Figure 2: The Main Display Menu Content on Android

The selection of the six main menus is based on the main needs of leaders, secretaries, and administrators in all areas of office work. In the case of correspondence, it is clear that mail is very effective communication, in which letters besides functioning as a communication medium, can also be used as evidence in the work. Besides that philosophy which states that writing what you do and doing what you write, is one of the most important philosophies. Because human memory is very limited, it is necessary to have a note that functions as a guide that will be implemented and has been implemented. So that with the existence of records it makes it easier for us to do what we want to do or find out what we have done before. Sometimes notes alone aren't enough as a reminder of work. Therefore a special reminder tool is needed that can function as a reminder alarm of what to do.

Reminder is also a reminder of what will be done by a secretary or administrator and leader. These reminders can also be connected to schedule leadership. Determination of priority scale is the most important thing in making a schedule, this application makes it easier for the schedule which can take precedence and shifting schedules can be easily done without worrying that there is a schedule that intersects (clashes). In addition to these other factors that are needed by administrators, secretaries and leaders is news that is up to date so that no expired data is displayed. This is very useful in managing information. So that no more stories miss the news. The last menu is the contact menu (contact) where this menu is very important in terms of communication. So that leaders no longer need to look for data from other sources, but it is stored in one application that can be accessed anytime and anywhere.
The role of the Secretary can be improved through this application based on our survey results which is as much as 48% of respondents agree that the GWJ application can increase the role of secretary, 37% of respondents strongly agree that the GWJ application can improve the secretary role, 15% of respondents disagree that the GWJ application can improve secretary roles and function according to computer-based secretarial work applications, 30% of respondents strongly agree that functions and usability are in accordance with computer-based secretarial work applications, while 11% of respondents disagree that functions and usability are in accordance with secretary-based work applications computer, but 4% of respondents agree that functions and usability are in accordance with computer-based secretarial work applications.

From the results of this FGD, 93% of respondents stated that the GWJ application was suitable to be used with revisions according to suggestions, while 7% of respondents stated that the GWJ application was used without revision. So that this GWJ application will be corrected according to suggestions in order to facilitate the work of the secretary.

Filter product design is validated in discussion forums by experts and office administration students who are currently implementing Field Work Programs (PKL) and Internships who understand the development of technology in the workplace, the weaknesses in the product are revised by improving product design. That is furthermore held Focus Group Discussion 2 and socialization held on August 24, 2018 which was attended by 38 participants, to discuss the deficiencies that the previous application and rectify these shortcomings, and to consider the application display as the user desires (the user).

The following are the results of responses from FGD II participants and GWJ Application Development Dissemination on August 24, 2018. A total of 71.1% of respondents agreed that the GWJ application menu was in line with the field of office work, 15.8% of respondents strongly agreed that the application menu GWJ is in accordance with the field of office work, but 10.5% of respondents disagree that the GWJ application menu is in accordance with the field of office work.

Based on the results of FGD II and socialization, it was found that 73.3% of the respondents agreed that the GWJ application was worthy of being used by the Leaders, Secretaries, and Administrators, 23.7% of respondents strongly agreed that the GWJ application was appropriate for use by the Leaders, Secretaries, and Administrators, while the rest disagree that the GWJ application is worthy of being used by the Leaders, Secretaries, and Administrators.

After the product design is considered valid and revised, then the product is ready to be produced. The Grip Work Journey application has six content that is useful in helping the office work process. Content: (1) Mail, on Mail content there is processing letters and storing letters that have been typed and can send letters that have been made; (2) Note, in this content there are new notes and history of the note. On the menu notes on notes can be saved; (3) Reminder, on this content as a reminder of important activities; (4) Schedule, on scheduling content containing daily, weekly and monthly activity schedules. (5) News, in this content, contains all the latest news, which can be made alone (internally) and news outside the company (external) both domestically and abroad. Currently, external news is connected through kompas.com links (6) Contact, on this content, there is a list of company contact contacts that are directly related to the user or leader.

This application can be used on an Android-based smartphone using a username and password. This application can be used on Android downloaded through the Google Play Store (Play Store). The use of Grip Work Journey as a secretarial work application is very easy, that is, by carrying out the following steps:

1. Download the application Grip Work Journey on the Google Play Store
2. Next after installed
3. The application can be used by pressing the icon
4. Furthermore, the first time we used the application to register a new account and enter a password
5. The application is ready to use with a display of 6 (six) main menus consisting of Content (1) Mail (2) Note (3) Reminder (4) Schedule (5) News and (6) Contact.

Contents of the Grip Work Journey (GWJ) Application

GWJ has some contents in order to manage office work, with the following content:

Mail

This content helps administrators and secretaries as employees working on correspondence. Users can use this content in processing letters and storing typed letters and can send letters that have been made.

![Mail Content Display](image)

**Figure 3: The Display of Mail content**

Note

This content can help the user in writing materials and activities that can serve as a media to write something important. In this content, there are new notes and history of the note. Notes on the menu note can be saved and deleted as desired.
Reminder

This content is very useful as a reminder of important activities. In this content, it can help a secretary in reminders of tasks given by leaders, activity reminders or reminders of things needed by secretaries or administrators and other tasks.
Schedule

Schedule content contains daily, weekly and monthly activity schedules, useful in arranging schedules and seeing the schedule that has been prepared.

![Schedule content]

Figure 6: The Display of Schedule content

News

This content contains all the latest news, which can be made alone (internally) and news outside the company (external) both domestically and abroad. Currently, external news is connected through kompas.com links. In news content, there is the latest news in the country and abroad to be able to add insight to an administrator and secretary as employees of a company.
Figure 7: The Display of News content

Contact

In this content, there is a list of company contact contacts that relate directly to the user or leader. This content helps an administrator and secretary in carrying out their duties as a communication mediator.
Suggestion

Our Suggestion for this research is we need to develop Grip Work Journey (GWJ), especially on the mail menu, letters that are made can be sent to other users and accounts. Mail files can be downloaded through the available folders. In the menu Schedule, you can sort between daily, weekly and monthly schedules.

Tutorial on Using the Grip Work Journey 2019 Application Feature

Here are the steps of how to use the Grip Work Journey application:

1. First download the Grip Work Journey application on the Play Store, after downloading the application, launch the Grip Work Journey application that has been downloaded on the App Drawer smartphone
2. When the application is about to launch, a cloud display appears, namely the “Tutorial / Application Guide”.
3. After passing through the display “Tutorial / Application Guide”, there will be a feature display “Sign In” before using other features in the application. If the user wants to “Sign In” into the application, the user is expected to register an account first through the Admin application, to get a "UserCode" which will be used for “Signing In”. If you have registered an account with the application Admin, the user can directly enter the application with the "UserCode" that has been obtained via the user's email sent by the application Admin.
Figure 10: The Display of The Sign In Fiture

4. Then, if it has passed the “Sign In” stage, there will be a dashboard display of the features contained in the Grip Work Journey application as follows.

5. Figure 11: The Display of The Dashboard

In the dashboard display the features listed in the application, there are various features, namely: contact, mail, notes, news, schedule, and reminder that has been explained above.
Benefits and Advantages of the Grip Work Journey (GWJ) Application

The benefits of the Grip Work journey application are as follows:
1. Easy to find the information needed
2. Easy to get the information needed
3. Increasing the effectiveness of the secretary's work
4. Facilitating the completion of office work
5. Reducing work that should not be done

The advantages of the Grip Work journey application are as follows:
1. GWJ Application Can Be Accessed Easily From Inside The Office
2. GWJ Application Can Be Accessed Easily From Outside The Office
3. The Use Of The GWJ Application Can Be Easily Learned
4. The Menu Arrangement In The GWJ Application Is Easy To Understand
5. The Facilities And Features Provided By The GWJ Application Are Easy To Use
6. The Menus In The GWJ Application Interact Flexibly

Conclusion

The Grip Work Journey (GWJ) application can be made a secretary work application with 6 (six) main menus, namely mail, notes, reminders, schedules, news, and contacts. The Grip Work Journey application is very helpful for leaders, secretaries, and administrators in completing office work. The benefits of the Grip Work Journey application are easy to find and get the information needed, increasing the effectiveness of the secretary's work, facilitating the completion of office work, reducing work that should not be done. The advantages of the Grip Work Journey application are GWJ application can be accessed easily from inside the office, GWJ application can be accessed easily from outside the office, the use of the GWJ application can be easily learned, the menu arrangement in the GWJ application is easy to understand, the facilities and features provided by the GWJ application are easy to use, the menus in the GWJ application interact flexibly.

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