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**THE EFFECT OF E-OFFICE (ELECTRONIC LETTERS) AND ELECTRONIC  
MAIL MANAGEMENT SYSTEMS ON EMPLOYEE PERFORMANCE AT THE  
REGIONAL OFFICE OF THE NATIONAL LAND AGENCY OF NORTH  
SUMATRA**

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***Abstract***

The purpose of this study was to determine the effect of E- Office and electronic mail management systems on employee performance at Regional Office of the National Land Agency of North Sumatra. The method used in this research is a quantitative research method. The quantitative research method is a type of research whose specifications are systematic, planned and clearly structured from the start to the creation of the research design. The results showed that: (1) E-Office (X1) has positive and significant effect on employee performance (Y), (2) Electronic Mail Management (X2) has a positive and significant effect on employee performance (Y), (3) E- Office (X1) and Electronic Mail Management (X2) has a positive and significant effect on employee performance (Y). The digital era has affected mailing process at Regional Office of the National Land Agency of North Sumatra. At First mailing process was done manually, every mails and documents sent by post but after the digital era has arrived mailing process totally change. Every mails and documents didn't need to sent by post and only requires by e-office or email and this transformation makes mailing process at Regional Office of the National Land Agency of North Sumatra become more efficient and effective because mails and documents didn't need to send by post so it could save time, energy and expense.

***Keywords: E-Office , Electronic Mail Management System and Employee Performance***

**Introduction**

Advancements in technology has improved the standard of living of the people and has made our life more easy. Technology is not only developing used for daily communication needs or the lifestyle of modern humans but also in field of work. One of those jobs need technology to make things easier implementation is office work. Very much needed office work One of them is electronic mail. Records management on a office is important and must be managed properly especially at Regional Office of the National Land Agency of North Sumatra. Management Archives according to Barthos Dewi (2011) are "Every written record is good in the form of pictures or a chart containing information information about the subject (subject

matter) or events that people create for helps people's memory as well. Mail management is actually a activities starting from reception and recording of incoming and outgoing mail by forwarding and archiving letters (Arifin and Mustakim, 2015).

Electronic Archives by Rustam (2014) is an archive contained in electronic storage media, generated, communicated stored and/or accessed by victimisation electronic equipment. According to Mico Pardosi (2001) "E-mail (electronic Mail) is correspondence on the internet".According to Djoko purwanto (2007) "Electronic mail (e-mail) is a form or method of sending letters, information, or messages (business and non-business) conducted electronically, paperless, and without delivery service.Web-based mail is not only oriented saving time, costs, and also effort but electronic mail applications can facilitate the process of managing letters, distribution of archives, and storage of archives (Tarigan & Jumino, 2018). The most important benefit in application electronic archive is able to improve performance employees, such as saving time, saving manpower and human resources so easier for employees to do and can be completed in a short time. An organization or institution that has a solid activity often faced with administrative problems, especially in mailing field. The problems that often occur are: other mail security is not guaranteed, many letters are lost or scattered, mail management takes a long time, procedures management of letters is unclear and so on.

To support so many tasks and need a quick resolution should the office use modern equipment, one of which is to use a letter electronic. The tool used to send e-mail is computer equipment equipped with an internet network. Letter electronically is known as e-office. E – office is an letters aplication of National Land Agency of Republic Indonesia for all incoming and outgoing mails. The advantage provided by e - office is that it can completed in a short time and not costly big. Nancy Flynn (2010) states that the advantages The advantages provided by electronic mail (e-mail) are first can send news quickly or immediately. Thus, electronic mail can save costs organization or office in terms of time, effort and money. That matter facilitate the organization or office in terms of correspondence.

In addition to the above problems, there are still other problems another, namely in terms of the use or utilization of e – office. Facilities that support electronic correspondence activities have available in every office at Regional Office of the National Land Agency of North Sumatra., However utilization is not maximized. In office correspondence activities Regional Office of the National Land Agency of North Sumatra only uses e-office in urgent times. Given the importance of correspondence activities for progress offices or organizations in the era of modern digital technology such as At this time, it is necessary to study in more depth about the management of letters electronics at Regional Office of the National Land Agency of North

Sumatra.

Here is a display and evidence of the system electronics made by Regional Office of the National Land Agency of North Sumatra

No	Agenda	Obstacle	Challenge	Opportunity
1	Letter Making	Weak HR skills	fast development technology	Time efficiency and cost
2	Distribution Letter	Limited Internet Network	The variety existing online media	Time efficiency and cost

The table above provides an overview and explanation of the barriers and challenges faced and opportunities to be obtained Regional Office of the National Land Agency for North Sumatra Province in application of records management using electronic mail. The lack of human resource capabilities is the main obstacle in implementing e-office applications, this of course requires human resources to continue to actualize themselves given the rapid development of technology. E-mail management will make it easier Regional Office of the National Land Agency for North Sumatra Province in setting and managing electronic mail with high frequency and does not take a long time. Sedianingsih et al (2010: 82), the purpose of managing letters is so that bias letters quickly and precisely up to the processor and follow-up treatment.

## Research methods

The method used in this research is a quantitative research method. The type of research euphemistic pre-owned in this evaluation is decimal research. The decimal evaluation disposition is a classification of evaluation whose particularizations are systematic, deliberate and understandably organic from the inauguration to the introduction of the evaluation design. decimal evaluation methods, as explicit by Sugiyono (2016), namely: "Research undergrounds supported on the metaphysical philosophy of positivism, are euphemistic pre-owned to inspect trustworthy inhabitants or samples, gather together collections victimisationing evaluation instruments, collections psychoanalysis is quantitative/statistical, with the objective of investigation hypotheses that has been accepted".

The sample is part of the population (part or characteristic of the inhabitant researched). The evaluation exemplification is belonging of the inhabitant appropriated as a collections fountain-head and buoy correspond to the all-inclusive population. The steadfastness of the character of representatives euphemistic pre-owned by the originators in this contemplate was by the nose count disposition supported on the refreshments deposit forward-moving by Sugiyono (2017), who aforementioned that: "Unsaturated distribution is a distribution procedure when each colleagues of the inhabitant are euphemistic pre-owned

as samples. Another constituent for concentrated exemplification is census. " The distribution disposition euphemistic pre-owned in this contemplate is the concentrated exemplification method. concentrated exemplification disposition is a distribution procedure when each colleagues of the inhabitant are euphemistic pre-owned as samples. therein contemplate the exemplification to be appropriated is employeesRegional occupation of the governmental solid ground superintendence for northwards Sumatra responsibility which focuses on proportionateness which total number 35.

The data source used in this study is a primary data (part or discriminating of the resident researched). The valuation demonstration is relationship of the resident condemned as a solicitations fountain-head and channel mark acquiesce to the across-the-board population. The steadfastness of the constitution of representatives inoffensive pre-owned by the originators therein excogitate was by the count inclination backed on the refreshments nourishment sedimentation advancing by Sugiyono (2017), who said that: "Unsaturated apportionment is a apportionment course of action when each fellow-workers of the resident are inoffensive pre-owned as samples. Another constitutional for accumulated demonstration is census. " The apportionment inclination inoffensive pre-owned therein excogitate is the accumulated demonstration method. accumulated demonstration inclination is a apportionment course of action when each fellow-workers of the resident are inoffensive pre-owned as samples. Primary data sources can be in the form of individual or group subject (person) opinions, results of observations of an object (physical), events or activities and test results obtained directly from the original source (not through intermediary media). Questionnaires were distributed to respondents, namely employees of the Regional Office of the National Land Agency of North Sumatra Province.

Secondary data is data that is not as the crow flies obtained nailed down the fundamental source, and has been ordered in the configuration of backhand documents. therein case, less important collections is obtained nailed down certificates and superintendence data, much as oecumenical discription dataRegional occupation of the governmental solid ground superintendence for northwards Sumatra Province. Textbooks on HRM whose collections are all the more substantial for application as substantial for creative writings the cyberspace and journals. The consequences of preceding evaluation accompanying to the evaluation conducted by preceding researchers are all the more substantial to be euphemistic pre-owned as substantial for considerateness and juxtaposition.

Data Collection Techniques According to(Sugiyono, 2016) based on quantitative research collections solicitation approaches buoy be finished close to press conference according to Esterberg in(Sugiyono, 2016) An press conference is a buzz session of cardinal

general public to substitution enlightenment and conceptions nailed down enquiries and answers, so that signification in a subject-matter buoy be constructed. Questionnaire, According(Sugiyono, 2016) Questionnaire/questionnaire is a collections solicitation procedure that is carried elsewhere by gift a establish of enquiries or backhand declarations to the responder to answer. therein questionnaire, a unsympathetic interrogatory representation testament be euphemistic pre-owned videlicet the configuration of a interrogatory that has been attended by additional responses previously so that respondents buoy determine individual of these additional answers. collection Studies, Is a disposition of assembling collections by recitation and analysing and processing collections and enlightenment by conducting collection movements nailed down books, journals, preceding evaluation and over-the-counter fountain-heads substantial to the substantial to be euphemistic pre-owned in evaluation.

In this study, multiple linear regression tests were carried out to get an idea of how the independent variables affect the dependent variable. Regression analysis is used to measure the influence between the independent variables and the dependent variable. If there is only one independent variable and one dependent variable, then the regression is called simple linear regression (Juliandi, Irfan, & Manurung, 2014). Conversely, if there is more than one independent variable or dependent variable, it is called multiple linear regression. Multiple linear regression is a regression model that involves more than one independent variable. Multiple linear regression analysis was carried out to find out the direction and how much influence the independent variables have on the dependent variable (Ghozali, 2018).

## Results and Discussion

### Normality test

The Normality Test administers to valuation if in the transformation model, the confounding or residuary variables methamphetamine up a established assignation (Ghozali, 2016). investigation the normality of the collections buoy be finished victimisationing statistical undergrounds victimisationing the one sample Kolmogorov Smirnov Test.

**Table 4.1. One Sample Kolmogorov Smirnov Test**

One-Sample Kolmogorov-Smirnov Test			Standardized Residuals
N			35
Normal Parameters, b	Means		,0000000
	std. Deviation		,97014250
Most Extreme Differences	absolute		,123
	Positive		,123
	Negative		-.070
Test Statistics			,123
asymp. Sig. (2-tailed)			,198c
Monte Carlo Sig. (2-tailed)	Sig.		,608d
	99% Confidence Intervals	LowerBound	,595
		Upperbound	,620

a. Test distribution is Normal.

b. Calculated from data.

c. Lilliefors Significance Correction.

d. Based on 10000 sampled tables with 2000000 starting seeds.

Source: Processed data (2023)

From the output in the tabularise it buoy be seen that the significance depletion (Monte Carlo Sig. ) of each variables is 0. 608 If the significance is bounteous 0. 05, so the residuary depletion is normal, so it watercourse deutschmark be realised that each variables are unremarkably apportioned.

### Heteroscedasticity Test

The heteroscedasticity valuation administers to valuation if from the transformation theatrical there is an unorthodoxy of complication from the residuals of characteristic interrogation to another. A excellent transformation theatrical is characteristic that has homoscedasticity or does not tally heteroscedasticity.

**Table 4.2. Glejser Test Results**

Model	Coefficients <sup>a</sup>		Standardized Coefficients Beta	t	Sig.
	Unstandardized Coefficients B	Std. Error			
1(Constant)	1,380	1,363		1,013	,319
Electronic Letters_X1	-,021	,057	-,065	-,359	,722
Electronic Mail Management System_X2	-,015	,061	-,046	-,250	,804

a. Dependent Variable: ABS\_RES

Source: Processed data (2023)

Supported on the evaluation in the sky the significance expenditure of Electronic Letters (X1) is greater than 0.05 (5%), namely 0.722, and testing the significance value of the Electronic Mail Management System (X2) is greater than 0.05 (5%), namely 0.804, so thither is no communication Heteroscedasticity.

### Multicollinearity Test

The multicollinearity evaluation directs to influence if there is a coefficient of augmentation between the independent variables in the transformation model. The multicollinearity valuation in this excogitate was seen from the broad-mindedness depletion or variance inflation factor (VIF).

**Table 4.3. Multicollinearity Test Results**

Model	Coefficients <sup>a</sup>		Standardized Coefficients Beta	t	Sig.	Collinearity Statistics	
	Unstandardized Coefficients B	Std. Error				Tolerance	VIF
1 (Constant)	,974	2,056		,474	,639		
Electronic Letters_X1	-,192	,087	-,202	2,223	,003	,932	1,073
Electronic Mail Management System_X2	,901	,091	,898	9,872	,000	,932	1,073

a. Dependent Variable: Employee\_Performance\_Y

Source: Processed data (2023)

Based on table 4.10 it can be seen that the tolerance value of Electronic Letters (X1) is 0.932, the Electronic Mail Management System (X2) is 0.932, all of which are greater than 0.10 while the VIF value of Electronic Letters (X1) is 1.073, Electronic Mail Management System (X2) is 1.073, all of which are less than 10. Supported on the deliberation consequences in the sky it buoy be seen that the broad-mindedness depletion of each independent variables is in a higher-calibre course of action than 0. 10 and the depletion of the VIF of each independent variables is moreover hardly any than 10 so there is no coefficient of augmentation of demonstrations on the independent variables. So it channel mark be completed that there are no demonstrations of multicollinearity between independent variables in the transformation theatrical.

### Multiple Linear Regression Testing

Linear regression investigation interprets the impersonation of the independent variables on the strung-out variable. solicitations psychoanalysis therein excogitate inoffensive pre-owned fundamental unidimensional transformation equations, victimisation SPSS 25. 00 for windows.

**Table 4.4. Multiple Linear Regression Results**

Model		Coefficients <sup>a</sup>					Collinearity Statistics		
		Unstandardized Coefficients		Standardized Coefficients		t	Sig.	Tolerance	VIF
		B	Std. Error	Beta					
1	(Constant)	,974	2,056		,474	,639			
	Electronic_Letters_X1	-,192	,087	-,202	2,223	,003	,932	1,073	
	Electronic_Mail_Management_System_X2	,901	,091	,898	9,872	,000	,932	1,073	

a. Dependent Variable: Employee\_Performance\_Y

Source: Processed data (2023)

Backed on these borderline determination the conglomeration unidimensional transformation equalisation has the preparations a groundwork:  $Y = a + b_1X_1 + b_2X_2 + \epsilon$ , so that the equation is obtained:  $Y = 0.974 - 0.192 X_1 + 0.901 X_2$

### Coefficient of Determination (R2)

The coefficient of determination is euphemistic pre-owned to contemplate how all the more the self-governing changeable furnishes to the drug-addicted variable. The in a superior way the expenditure of the coefficient of determination, the more appropriate the qualification of changeable X to account for changeable Y.

**Table 4.5. Coefficient of Determination**

Model	R	R Square	Model Summary <sup>b</sup>		
			Adjusted R Square	Std. Error of the Estimate	Durbin-Watson
1	,868 <sup>a</sup>	,753	,738	1,015	2,251

a. Predictors: (Constant), Electronic\_Mail\_Management\_System\_X2, Electronic\_Mail\_X1

b. Dependent Variable: Employee\_Performance\_Y

Source: Processed data (2023)

Based on the table, it buoy be seen that the expenditure of the adjusted R square is 0.872 or

87.2%. This shows that Electronic Letters (X1) and Electronic Mail Management System (X2) can explain Employee Performance (Y) of 73.8%, the remaining 26.2 (100% - 73.8%) is explained by other variables outside this research model.

### Hypothesis testing

Hypothesis investigation is a decision-making disposition supported on collections analysis, both from contained experimentations and from examinations.

#### t test (Partial)

The t statistical valuation is moreover established as the characteristic significance test. This valuation make evident how indifference elsewhere the aftermath of the independent variables a trustworthy proportion on the strung-out iridescent.

**Table 4.6. Partial Test (t)**

Model		Coefficients <sup>a</sup>					Collinearity Statistics	
		Unstandardized Coefficients B	Std. Error	Standardized Coefficients Beta	t	Sig.	Tolerance	VIF
1	(Constant)	,974	2,056		,474	,639		
	Electronic_Letters_X1	-,192	,087	-,202	2,223	,003	,932	1,073
	Electronic_Mail_Management_System_X2	,901	,091	,898	9,872	,000	,932	1,073

a. Dependent Variable: Employee\_Performance\_Y

Source: Processed data (2022)

- Hypothesis Test of the effect of Electronic Letters (X1) on Employee Performance (Y). From this discription it buoy be seen that tcount (2.223) > ttable (2.009), as well as with a significance value of 0.003 < 0.05, it buoy be terminated that the fundamental possibility is conventional, meaning Electronic Letters (X1) positive and significant effecton Employee Performance (Y).
- Hypothesis test of the influence of the Electronic Mail Management System (X2) on Employee Performance (Y). From this discription it buoy be seen that tcount (9.872) > ttable (2.009), as well as with a significance value of 0.000 < 0.05, it buoy be terminated that the secondment possibility is accepted, signification that the Electronic Mail Management System (X2) significant effecton Employee Performance (Y).

#### F Test (Simultaneous)

This test fundamentally make evident if each the independent variables included therein theatrical methamphetamine up a spliff concatenation response on the strung-out iridescent.

**Table 4.7. Simultaneous Test Results (F)**

Model		ANOVA <sup>a</sup>				
		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	100,608	2	50,304	48,791	,000 <sup>b</sup>
	Residual	32,992	32	1,031		
	Total	133,600	34			

a. Dependent Variable: Employee\_Performance\_Y

b. Predictors: (Constant), Electronic\_Mail\_Management\_System\_X2, Electronic\_Mail\_X1

Source: Processed data (2022)

From this discription it buoy be seen that Fcount (48,791) > Ftable (3.11), and a significance



value of  $0,000 < 0.05$ , it may be terminated that the thirdly possibility is accepted, significant changeable Electronic Letters (X1) and Electronic Mail Management System (X2) has a significant simultaneous effect on the Employee Performance Variable (Y).

Application of electronic mail in activities office administration able to support establishment of an orderly office administration particularly in correspondence. E-Office is a service in the form of electronic applications that utilize information and communication technology for facilitating office administrative processing, namely official correspondence in the form of correspondence either incoming mail, outgoing mail and mail storage, for every employee in an institution that is done electronically. The goal in implementing this e-office is to increase activity effectiveness offices especially activities official correspondence from that previously manual to electronic.

Technology has both positive and negative impacts on the users as well as electronic mail which has advantages and disadvantages. The advantages provided by electronic mail have been explained by sources who were interviewed directly by researchers to informants namely electronic mail makes it easier sending letters in daily office activities. In addition, electronic mail can also convey messages quickly to various regions, making correspondence activities more effective. Electronic mail can minimize expenses that must be incurred Regional Office of the National Land Agency for North Sumatra Province for correspondence activities.

## Conclusion

Based on the consequences of the valuation and reciprocation in the retiring chapter, it can be concluded as follows:

1. The first hypothesis is accepted, Electronic Letters (X1) positive and significant effect on Employee Performance (Y).
2. The second hypothesis is accepted, Electronic Mail Management System (X2) significant effect on Employee Performance (Y).
3. The third hypothesis is accepted, Electronic Letters (X1) and Electronic Mail Management System (X2) has a significant simultaneous effect on the Employee Performance Variable (Y).
4. The digital era as it is now makes it easier for every human being to obtain information quickly, developments in technology and communication also affect the delivery of letters. The positive impact of electronic mail (e-mail) is to speed up mail delivery and reduce costs. Electronic mail facilitates correspondence activities at Regional Office of the National Land Agency for North Sumatra Province that's the advantage of letters electronically in correspondence activities.

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