

Administrative Efficiency in the Secretariat of the General Election Supervisory Committee in Wera District, Bima Regency

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Abstract

The Secretariat of the Wera District General Election Committee (Panwascam) plays a vital role in supporting the administration of elections at the local level. However, classic obstacles such as complicated bureaucracy, limited human resources, and slow adoption of technology often hamper work efficiency. Objective: This study aims to analyze the level of administrative efficiency at the Wera Panwascam secretariat.

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1. INTRODUCTION

In the development of democracy in Indonesia after the collapse of the New Order until now, it has developed the people's thinking to implement the principle of people's sovereignty in various ways, so that in the joints of state life the values of people's sovereignty have always been the heart that pumps blood throughout the body of the Republic of Indonesia, so far the people feel that their sovereignty is only limited to their participation in elections to elect legislative members who are the embodiment of people's representatives, so that the people demand that the role of the people is not only limited to the scope of legislative elections but also the scope of elections for executive institutions starting from the scope of the highest executive institution, namely the President, to the election of regional heads.

The implementation of the General Election Supervisory Committee secretariat in Wera sub-district must be supported by office administration. As is known, office administration is a series of activities that involve planning, organizing (arranging and compiling), directing (providing direction and instructions), supervising, and controlling until the orderly implementation of office work (*office work*) in supporting the achievement of organizational goals (Gie, 1998).

Office administration at the General Election Supervisory Committee secretariat is managed by the Wera District Secretariat. As is known, the Wera District General Election Supervisory Committee Secretariat is a "staff element" tasked with assisting in carrying out election administration duties.

Member of the General Election Supervisory Committee and provides administrative services to all apparatus and the General Election Supervisory Committee at the village level.

To carry out these tasks, the secretariat organization of the Wera sub-district General Election Supervisory Committee consists of the Head of the Secretariat. The position of the Head of the Secretariat is ad hoc and non-structural (Perbawaslu No. 1 of 2022).

The Secretariat of the Wera District General Election Supervisory Committee has the task of providing administrative and technical operational support to the sub-district general election supervisory committee, the village general election supervisory committee, and the general election supervisors at the polling stations.

Considering the importance of the Secretariat administration in supporting the implementation of the duties and functions of the members of the General Election Supervisory Committee at the sub-district level, the administration must be carried out efficiently. However, from the preliminary study conducted at the General Election Supervisory Committee secretariat, it appears that there are several weaknesses in the administration, including: (1) There are limitations in the resources of the implementing staff both in terms of quantity and quality, seen from the total number of staff in the General Election Supervisory Committee secretariat at the Wera sub-district level, which is 7 people. The staff placed at the sub-district secretariat is not adequate, seen from the number of implementing resources, with only 2 people in each sub-section for the efficient implementation of secretariat administration work. The quality of the human resources of the staff in the existing sub-sections, seen from the level of education, is quite good, there are 7 staff with a bachelor's degree; (2) facilities

and secretariat infrastructure and supporting facilities for carrying out tasks are still limited to support the efficient implementation of office administration work; and (3) The budget allocated to the Sub-district Secretariat is still felt to be insufficient to carry out secretariat work. These weaknesses can certainly cause administrative work to support the implementation of secretariat tasks and functions to be inefficient or less efficient.

The indication of these problems prompted a study to be conducted on the Administrative Efficiency of the General Election Supervisory Committee Secretariat at the Wera District Secretariat, Bima Regency.

2. METHOD

A. RESEARCH METHODS

Research types can be grouped according to purpose, approach, level of explanation, and type of data. As the objective of this research is to determine office administration efficiency, a qualitative method is appropriate.

Moleong (2009) states that qualitative research is research that aims to understand phenomena about what is experienced by research subjects (e.g., behavior, perception, actions, and others), holistically, and through descriptive means in the form of words and language, in a specific, natural context and by utilizing various natural methods. In qualitative research, researchers are based on reality or events that occur in the field; data is presented descriptively in the form of reports and descriptions.

B. RESEARCH OBJECT

The object of this research is office administration efficiency. What is meant by office administration efficiency is the ratio or comparison between the results achieved in office work and services with the resources (mind, energy, time,

materials/equipment, and costs) which

used in achieving these results.

C. RESEARCH INFORMANT

The type of data collected for analysis in this study was primary data, or data sourced directly from the designated informants/respondents. In addition to primary data, secondary data was also collected as deemed necessary and relevant to the research object; secondary data only serves to complement the primary data.

One of the characteristics of qualitative research is that it does not focus on the number of data sources/informants, but what is more important is content, relevance, and sources that can truly provide information, whether regarding people, events, or things. Therefore, the appropriate informant sampling technique to use is the survey technique, namely the technique of collecting informants/data sources intentionally or based on a specific objective.

The informants in this study were taken from the leadership and staff/implementing elements at the General Election Supervisory Committee Secretariat in Wera District, Bima Regency. The total number of informants in the study was 5 people with the following details:

- 1) Panwaslu member: 1 person
- 2) Head of Secretary : 1 person
- 3) Executive Staff : 1 person
- 4) Technical Staff : 1 Person
- 5) Support Staff : 1 Person

D. Data Collection Instruments and Techniques

One of the characteristics of qualitative research is that the researcher himself is the main instrument or key instrument. The main data sources in qualitative research are words and actions; the rest is additional data such as documents and others (Moleong, 2009).

Based on the above opinion, in this research the main instrument for data collection is the researcher himself, while the data collection technique used is interviews and is supplemented by observation and documentation techniques. This data collection method is used with the following considerations: (1) adapting qualitative methods is easier when dealing with multiple realities; (2) this method aims to directly present the essence of the relationship between the researcher and respondents, and (3) this method is more sensitive and more adaptable to the many sharpening of shared influences on the value patterns encountered (Moleong, 2009).

- (1) Interviews; used to collect primary data from selected informants. In conducting these interviews, a pre-prepared interview guide is used.
- (2) Observation; namely conducting direct observation of events related to the object/variable/focus being studied, to complement the primary data from interviews.
- (3) Documentation study; namely collecting secondary data to complement primary data. This data collection technique was carried out by collecting and analyzing data already available at the General Election Supervisory Committee Secretariat in Wera District, Bima Regency, related to the object of study.

E. DATA ANALYSIS TECHNIQUES

This research is qualitative in nature, so the data collected in this study were processed and analyzed qualitatively using words arranged into expanded text. In this case, the qualitative analysis technique used was the interactive analysis model by Miles and Hubermann.

According to Miles and Hubermann (*deep*Rohidi and Mulyarto, 1992), the interactive model analysis allows a researcher to conduct analysis activities loosely without having to go through a rigid process of data collection, continuing to data reduction, data presentation, and ending with drawing conclusions and verification. The intended data analysis steps consist of: data collection (*data collection*), followed by data reduction (*data reduction*), data presentation (*data display*), and ending with drawing conclusions and verification (*conclusion drawing and verification*). The interactive data analysis model was formulated by Miles and Huberman (in Rohidi and Mulyarto, 1992).

The steps in the interactive data analysis process of Miles and Huberman's model are explained as follows:
following:

1. Data Collection; which is carried out using interview techniques based on interview guidelines that have been prepared in advance, and assisted by observation techniques and documentation studies.
2. Data reduction; is the process of selecting, focusing on simplifying, abstracting, and transforming raw data that emerges from written notes in the field. This data reduction activity takes place continuously throughout the research and is continued after the data has been collected by making summaries, tracing themes, and classifying them into clearer patterns.
3. Data display; the reduced data is then presented in narrative text. According to this analysis model, in order to see the overall picture or a specific part of the research, the data must be presented systematically.
4. Conclusion drawing and verification (*conclusion drawing and verification*). The conclusion in qualitative research is a new finding, which can be in the form of a description of data on an object.

3. RESULTS AND DISCUSSION

As has been described in the literature review, office administration is a series of activities of planning, organizing (arranging and composing), directing (providing direction and instructions), supervising, and controlling until the office work is carried out in an orderly manner (*office work*) in supporting the achievement of organizational goals. The three main roles or functions of office administration work are: (1) Serving the implementation of operational work to achieve organizational goals; (2) Providing information for organizational leaders to make decisions or take appropriate actions; and

(3) Helping the smooth development of the organization as a whole (Gie, 1998). In this case, according to Guible (in Haryadi, 2009), there are five types of administrative support functions in offices, namely: (1) Routine functions; namely office administrative functions that require minimal thought, including archiving and duplication. Usually, this function is carried out by administrative staff who are responsible for day-to-day administrative activities.

day. (2) Technical function; namely an administrative function that requires adequate opinions, decisions, and office skills, such as being able to use several computer application programs. This function is usually carried out by administrative staff who are part of the information technology department. (3) Analytical function; namely a function that requires critical and creative thinking, accompanied by the ability to make decisions, such as making and analyzing reports. This function is usually carried out by a manager who is responsible for supporting decisions that will be made by his superior or leader. (4) Interpersonal function; namely, a function that requires assessment and analysis as a basis for decision-making, as well as skills related to other people, such as organizing a work team; and (5) Managerial function; namely, a function that requires planning, organizing, measuring/assessing, and motivating, such as making budgets and evaluating employees. Given how important the role and function of office administration is, office work must be managed as effectively and efficiently as possible (Haryadi, 2009).

In relation to office administration efficiency, the general concept of efficiency as "the best comparison between input and output, or between an effort and its results, or between work and the results achieved by that work" can also be applied in the field of office administration work. In this case, according to Gie (1998), that in line with the existence of five elements of effort or work resources in the concept of efficiency (mind, energy, time, space, objects/money), the implementation of efficiency in various types of office administration work can be classified according to the use of each work resource, namely: (a) Mind - to achieve the way that *easiest*; (b) energy – to achieve a way that *lightest*, (c) time – to achieve the way that *fastest*, (d) space – to achieve the way that *nearest*, and (5) things – to achieve a way that *cheapest*. To achieve efficiency in office administration work, in managing office administration it is necessary to apply several principles, namely: (1) The principle of planning; that all office work must be planned to achieve certain goals. (2) The principle of simplification; that all office work must be carried out simply and easily as possible. (3) The principle of saving, namely preventing the excessive use of objects so that the costs of the work in question are more expensive; (4) The principle of elimination; that steps or activities in carrying out a job that are unnecessary or not related to the work results to be achieved must be removed or eliminated.; and (5) The principle of combination; that all jobs that are similar or closely related should be combined or brought closer together (Gie; 1998; Haryadi (2009).

The research on office administration efficiency in the secretariat of the General Election Supervisory Committee in Wera District, Bima Regency, as described above, is based on the concept of office administration efficiency put forward by Gie (1998) and Haryadi (2009). Therefore, the aspects that are the focus of research/observation in this study are: (1) planning of office administration programs/activities in each budget year; (2) organizational units/units that specifically handle office administration work; (3) budget allocated for office administration in each budget year;

(4) the number of employees placed or assigned to office administration work; (5) the competencies of the employees carrying out office administration work/services and their utilization/use; (6) the facilities/infrastructure and work materials and equipment available to carry out office administration work or services; (7) Mechanisms or SOPs for office administration work; (8) The level of achievement or realization of office administration programs/activities that have been determined in each budget year.

These eight aspects as a whole can concretely express the concept of office administration efficiency as "the best comparison between 'input/effort/work resources (thoughts, energy, time, space, objects/money)' and 'output/results' achieved by the office administration work.

The results of the study indicate that the efficiency of office administration in the secretariat of the General Election Supervisory Committee of Wera District, Bima Regency is quite good. This can be demonstrated by several facts such as: office administration work/service activities that are always included in the work/performance planning in each fiscal year, the implementation of which is carried out by the district secretariat; the existence of budget arrangements outlined in the budget implementation document (DPA) and the achievement of its realization is quite good every year; the utilization of employee human resource potential according to their competencies for the implementation of office administration work/services is quite optimal; the use of facilities/infrastructure and work equipment is quite optimal for the implementation of office administration work/services; and the implementation of office administration work/services runs smoothly according to the established SOP.

This study also shows that the results of office administration work at the secretariat of the General Election Supervisory Committee in Wera District in each budget year have been good/satisfactory but not yet optimal. This can indicate that the efficiency of office administration at the secretariat of the General Election Supervisory Committee in Wera District is quite good, as seen from the ratio or comparison between work results and the sources used to achieve those work results.

Because it is not yet optimal, future efforts are needed to improve it in terms of optimal use of existing work resources. In this regard, the principles of office administration efficiency such as the principle of planning, the principle of simplification, the principle of savings, the principle of elimination, and the principle of merger need to be implemented more effectively in the implementation of office administration at the Secretariat of the General Election Supervisory Committee in Wera District, Bima Regency.

4. CONCLUSION

Based on the results of this study, the following conclusions were drawn:

1. The efficiency of office administration at the Secretariat of the General Election Supervisory Committee in Wera District, Bima Regency is generally good but has not been maximized as seen from the realization of budget realization, utilization of staff human resource potential according to competency, use of facilities/infrastructure and equipment as well as supporting facilities, and mechanisms and procedures for organizing office work.
2. The programs and activities of office administration work/services that have been determined in the work/performance planning of the Wera District secretariat in each budget year can generally be implemented and achieve good/satisfactory results but are not yet optimal. This means that the use of work resources in the implementation of office administration work/services at the Wera District General Election Supervisory Committee secretariat can provide good/satisfactory work results.

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