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Application of Information Technology as a Solution to Increase Administrative Efficiency

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Abstract - *The implementation of information technology has become an effective strategy for improving administrative efficiency in schools. This community service program aimed to enhance the competencies of administrative staff in utilizing information technology to support faster, more accurate, and more effective administrative processes. The implementation method consisted of six stages: preparation, planning, implementation, monitoring, evaluation, and follow-up. The activities included lectures, demonstrations, hands-on practice, and mentoring on the use of information technology in school administration. The results indicated a significant improvement in administrative efficiency, marked by the transition from manual document management to digital administration. Participants demonstrated improved knowledge and practical skills in managing documents, organizing electronic archives, retrieving data efficiently, and preparing administrative reports in a more systematic manner. Furthermore, the adoption of information technology contributed to increased productivity among administrative staff, improved data accuracy, and enhanced quality of administrative services within the school environment. Overall, the program demonstrates that information technology can effectively support the digital transformation of school administration, leading to a more efficient, transparent, accountable, and sustainable administrative management system.*

Keywords: *information technology; school administration; administrative efficiency; digital transformation; community service.*

1. INTRODUCTION

The development of information technology (IT) has brought significant changes in various aspects of life, including in administrative governance in government agencies, educational institutions, organizations, and the business world. In today's digital era, the use of information technology is no longer just an option, but has become a necessity to improve service quality, speed up work processes, and support more effective decision-making (Siahaan & Muham, 2025). The digital transformation that is taking place globally encourages every organization to innovate in its administration system to be able to provide fast, accurate, transparent, and efficient services. Administration is one of the main functions in an organization that plays a role in managing various activities, such as data management, document storage, report preparation, archiving, and information services to the public or service users. For many years, many organizations have still implemented a conventional administrative system that relies on physical documents and manual processes (Fazira & Thufailah, 2025). This method often poses various obstacles, such as delays in data search, high risk of document loss, recording errors, data duplication, and increased paper use and operational costs. These conditions have an impact on low work productivity and reduce the quality of services provided to the community and other stakeholders (Khodijah & Ramadhan Harahap, 2025).

Along with the development of digital technology, various information technology-based solutions have begun to be implemented to overcome these administrative problems. The implementation of an administrative information system allows the data management process to be carried out in an integrated manner so that all information can be accessed more quickly, accurately, and securely. Administrative digitalization also provides convenience in storing documents electronically, automating work processes, and preparing more efficient reports. In addition, the use of web-based technology and cloud computing allows data access to be carried out anytime and from anywhere according to the user's access rights(Prasetia & Manongga, 2024). This is one of the important factors in supporting work flexibility in the era of digital transformation. The implementation of information technology in the field of administration also has a positive impact on increasing the effectiveness of public services. Various government agencies have begun to implement electronic administration systems to support the concept of e-Government which aims to increase transparency, accountability, and quality of services to the public(Hasanudin, 2026). Similarly, in educational institutions, the implementation of academic information

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systems, financial administration, and personnel administration has helped accelerate the service process to students, lecturers, education staff, and other related parties. In the private sector, the use of Enterprise Resource Planning (ERP), Customer Relationship Management (CRM), and web-based administration applications has also increased the company's operational efficiency through the integration of various business processes(Annisa, 2023).

Although the benefits of information technology have been widely felt, its implementation still faces various challenges. One of the main obstacles is the limitation of human resources in operating information systems optimally. Not all employees have an adequate level of digital literacy, so continuous training and mentoring are needed(M. Rasyidin et al., 2026). In addition, technological infrastructure factors such as the availability of internet networks, hardware, and data security are also important aspects that must be considered. Threats to information security, such as data leaks, cyberattacks, and misuse of system access, require organizations to implement comprehensive information security policies to maintain the continuity of administrative services(Malik & Barkah, 2025). In addition to the technical aspect, the success of the implementation of information technology is also influenced by the organization's readiness to face changes in work culture. Administrative digitalization not only changes the use of media from physical documents to electronic documents, but also demands a change in work patterns that are more collaborative, transparent, and data-based. Therefore, the support of organizational leaders, the commitment of all stakeholders, and the existence of policies that support digital transformation are important factors in ensuring that the implementation of information technology runs effectively and sustainably(Rahmadi & Rusmiati, 2025).

Various previous studies have shown that the application of information technology is able to improve administrative efficiency through reducing processing time, increasing data accuracy, and optimizing the use of resources. Digital-based administrative systems can speed up the process of data input, processing, search, and reporting compared to manual methods(CANDRA & Perdana Prima Pardika, 2024). In addition, data integration between departments allows for better work coordination, thereby reducing information redundancy and communication errors. Administrative digitalization also contributes to operational cost savings through reducing the use of paper, ink, filing rooms, and physical document distribution costs. On the other hand, technological developments such as cloud computing, artificial intelligence (AI), Internet of Things (IoT), big data, and business process automation are further expanding innovation opportunities in the administration system(Yulianti Toralawe et al., 2026). These technologies allow organizations to analyze data more quickly, predict service needs, and automate various routine administrative tasks. Thus, human resources can focus more on strategic and value-added activities rather than repetitive administrative work(Andi Alviadi Nur Risal et al., 2026).

In the context of modern organizational development, administrative efficiency is one of the important indicators in measuring the quality of organizational governance. The more efficient the administrative process implemented, the higher the work productivity, service quality, and satisfaction of service users. Therefore, the application of information technology not only functions as an operational tool, but also becomes a strategic instrument in increasing organizational competitiveness in the midst of the increasingly dynamic development of the digital era(Azhari et al., 2025). Based on this description, the application of information technology is a relevant solution in improving administrative efficiency in various sectors. Information system integration, document digitization, work process automation, and the use of other digital technologies are able to reduce various obstacles that have arisen in conventional administrative systems. In addition to increasing the speed and accuracy of data management, the application of information technology also supports the creation of organizational governance that is more transparent, accountable, adaptive, and service-oriented(Umamul Muslikhin et al., 2025). Therefore, this study aims to analyze the application of information technology as a solution in improving administrative efficiency and identify the benefits, challenges, and factors that affect the success of its implementation in various organizational environments. The results of the research are expected to be a reference for government institutions, educational institutions, social organizations, and the private sector in designing effective digital transformation strategies so as to be able to improve administrative performance in a sustainable manner.

2. IMPLEMENTATION METHOD

The method of implementing this community service activity is systematically designed so that the goal of applying information technology in improving administrative efficiency can be optimally achieved. Each stage is interrelated and carried out sequentially, from preparation to follow-up. This approach aims to ensure that the entire process runs according to the needs of the participants and produces a sustainable impact on improving the quality of administration. The implementation method consists of six main stages, namely preparation, planning, implementation, monitoring, evaluation, and follow-up.

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Figure 1. Research Methods

2.1 Preparation

The preparation stage is the first step that is the basis for the success of the entire series of activities. At this stage, the needs of partners or target agencies are identified to find out the ongoing administrative conditions, obstacles faced, and opportunities for the application of information technology as a solution. The identification process is carried out through initial observation, discussion, and collection of information about the administrative system used. In addition, a literature study is conducted on various references related to the digitalization of administration, information systems, and digital transformation as the basis for the preparation of activity programs. The results of the identification and literature review are then used to analyze the main problems so that the objectives of the activities can be formulated in a clear and directed manner. At this stage, a work plan is also prepared which includes the division of tasks of the implementation team, the preparation of activity schedules, and the determination of the resource needs needed during the implementation of the program.

2.2 Planning

The planning stage is carried out after all needs and problems have been successfully identified. At this stage, the team develops solutions that are in accordance with the partner's conditions through the application of information technology that can support increased administrative efficiency. The solutions designed are adjusted to the level of user ability, organizational needs, and available resources to be easy to implement and sustainable. Furthermore, the preparation of activity materials is carried out which includes the basic concepts of information technology, the use of digital administration systems, the management of electronic documents, and the practice of using relevant applications. The implementation method is also determined so that the process of delivering material takes place effectively, such as through counseling, demonstrations, direct practices, discussions, and mentoring. At this stage, the preparation of a detailed implementation schedule and the preparation of facilities and infrastructure, including computer devices, internet networks, presentation media, and supporting software that will be used during the activity, are also carried out.

2.3 Implementation

The implementation stage is the core of all community service activities. The activity began with an opening which aimed to provide an overview of the goals, benefits, and series of activities to be carried out. Furthermore, the team delivered material on the importance of the use of information technology in supporting administrative efficiency, along with examples of applications that can be implemented according to the needs of partners. After the presentation of the material, participants participated in a demonstration session on the use of digital administration systems or applications. The demonstration was carried out in stages so that participants could understand each available function. Furthermore, participants were given the opportunity to practice directly accompanied by the implementation team. The assistance aims to ensure that each participant is able to operate the system according to the procedures that have been described. During the implementation process, discussions and question and answer sessions were also held to provide opportunities for participants to convey obstacles and questions related to the use of information technology in administration. These interactions are an important part to strengthen participants' understanding as well as obtain input on future system development needs.

2.4 Monitoring

The monitoring stage is carried out during the activity to ensure that the entire series of implementations runs in accordance with the plan that has been prepared. Monitoring includes observation of the level of participant participation, the achievement of each material, the effectiveness of the delivery method, and the ability of participants to follow the practice of using information technology. In addition to making observations, the team also noted various obstacles that arose during the implementation, both related to technical and non-technical aspects. These obstacles were analyzed as improvement materials so that solutions could be provided directly if

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possible. Through monitoring activities, the team obtained an overview of the effectiveness of the program implementation while ensuring that the objectives of the activity could be achieved optimally.

2.5 Evaluation

The evaluation stage aims to measure the level of success in the implementation of the activity. The evaluation is carried out by assessing the improvement of participants' understanding of the material that has been provided and the ability of the participants to apply information technology to the administrative process. In addition, an analysis is carried out on the benefits felt by participants after participating in the activity, especially in terms of ease of data management, acceleration of administrative processes, and increased accuracy in information processing. The results of the evaluation are used to identify advantages and disadvantages during the implementation of the activity. This information is the basis for compiling improvement recommendations so that similar programs can be implemented with better quality in the future. The evaluation also provides an overview of the level of effectiveness of the methods used as a reference for the development of the next service activities.

2.6 Follow-up

The follow-up stage is the final part of the implementation method that aims to maintain the sustainability of the results of the activity. Based on the results of the evaluation, the team prepares recommendations that can be used as guidelines for partners in developing an information technology-based administrative system in a sustainable manner. Follow-up assistance can be carried out if there are still obstacles in the implementation of the system so that participants receive guidance to be able to operate technology independently. Furthermore, the implementation of the results of the activities is carried out in the daily administrative process so that the benefits of the application of information technology can be felt in real terms. All the results of the activities are then documented in the form of reports as a form of accountability for the implementation of the program as well as a reference for the implementation of the next community service activities. With a planned follow-up, it is hoped that the application of information technology will not only provide short-term benefits, but also be able to create a more effective, efficient, transparent, and sustainable administrative system.

3. RESULTS AND DISCUSSION

The implementation of community service activities with the theme of the Application of Information Technology as a Solution to Improve Administrative Efficiency was carried out in one of the schools as a partner of the activity. This program aims to increase the effectiveness of administrative management through the use of information technology so that the administrative process becomes faster, accurate, well documented, and easily accessible to administrative staff and the school.

Before the activity was carried out, the school administration system was still dominated by manual processes. Various documents such as incoming letters, outgoing letters, student data, teacher data, activity archives, and administrative reports are still managed using conventional recording and applications that have not been integrated. This condition causes the document search process to take a relatively long time, there is a repetition of data recording, and an increased risk of loss and damage to archives.

Through this service activity, assistance is provided to school administration personnel regarding the use of information technology as a more modern administrative management medium. The assistance does not only focus on the use of applications, but also builds an understanding of the importance of digital transformation in improving the quality of school administrative services.

3.1. Implementation of Activities

The implementation of the activity began with coordination with the school to identify administrative needs that still need improvement. Furthermore, material was delivered on the concept of administrative digitalization, the benefits of information technology, and examples of the implementation of digital-based administrative systems. After the presentation of the material, participants participated in a demonstration session on the use of administrative applications. The implementation team showed how the process of managing mail, storing digital documents, electronic archiving, data search, and preparing reports can be done more efficiently than manual methods. Furthermore, participants were given the opportunity to practice the use of the system directly. During the practical process, the implementation team provided assistance to participants so that each participant was able to understand the stages of using the system starting from the data input process to producing administrative reports.

The enthusiasm of the participants was seen during the activity. Participants actively asked questions about the application of information technology in accordance with school conditions and provided input on features that were considered to be able to support daily administrative work.

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3.2. Administrative Conditions Before and After the Implementation of Information Technology

One of the indicators of the success of activities can be seen through changes in administrative processes that occur after the application of information technology.

Table 1. Comparison of Administrative Conditions Before and After the Implementation of Information Technology

Aspects	Before	After
Document Management	Manual	Digital
Archive Storage	Physical files	Electronic archives
Document Search	Takes a long time	Quick and easy
Report Preparation	Manual	Semi-automatic
Data Accuracy	Potential for errors	More accurate
Access Information	Limited	More accessible

Based on Table 1, it can be seen that there have been significant changes in the school administration process. Before the activity was carried out, most of the documents were still stored in physical form, so the search for archives took a long time. After the application of information technology, documents began to be stored digitally so that the search process could be carried out in just a few moments through the available system. In addition, the preparation of administrative reports that were previously done manually became more efficient because some of the data had been stored in a structured manner. This condition helps administrative personnel reduce repetitive work while increasing accuracy in data processing.

3.3. Increased Administrative Efficiency

The implementation of information technology has a positive impact on improving the efficiency of school administration. This efficiency can be seen from the reduction in time needed to complete daily administrative work.

Table 2. The Impact of Information Technology Application on Administrative Efficiency

Indicator	Conditions After the Activity
Data Processing Speed	Increase
Accuracy of Document Storage	Increase
Ease of Data Search	Excellent
Effectiveness of Report Preparation	Increase
Productivity of Administrative Personnel	Increase

Based on Table 2, the application of information technology makes a positive contribution to various aspects of school administration. The speed of data processing has increased because the recording process is no longer repeated. Documents can be directly stored into the system, making it easier to search again if needed. The productivity of administrative personnel has also increased because the time previously used to search for documents and compile reports can be transferred to other more productive jobs. This shows that information technology is able to support overall work effectiveness.

3.4. Changes in Administrative Processes

Changes in administrative processes are the main results obtained from this service activity. Prior to the implementation of information technology, most administrative work was done using printed documents so that every change in data had to be done manually. This condition often leads to writing errors and duplication of data. After an information technology-based administrative system is implemented, the recording process becomes simpler. Each data is only entered once into the system and can then be reused for various administrative needs. This reduces the possibility of data inconsistencies and speeds up the service process to teachers, students, and other parties who need administrative information. Digitization of archives also provides considerable benefits. Documents that previously required physical storage space can now be stored electronically so that they are safer and easier to access whenever needed. The risk of losing documents due to paper damage and storage errors can also be minimized. In addition, communication between departments in the school environment becomes more effective because administrative data can be shared more quickly through digital media. The coordination process that previously took a long time has become simpler so that it supports the smooth running of overall administrative activities.

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3.5. Results of Participant Assistance

During the activity, participants showed an increased understanding of the use of information technology in school administration. This can be seen from the participants' ability to operate administrative applications and understand the function of each feature used.

Table 3. Results of Participant Assistance

Assessment Aspects	Results
Material Understanding	Good
System Operating Capability	Good
Document Managing Capabilities	Increase
Report Compilation Skills	Increase
Participant Enthusiasm	Excellent

Based on Table 3, most of the participants were able to follow the entire series of activities well. Participants not only understand the concept of administrative digitization, but are also able to practice the use of the system according to the procedures that have been explained. Direct assistance is one of the factors that support the success of the activity because participants get the opportunity to try the system as well as get guidance if they experience difficulties during the practice process.

3.6. Discussion

The results of the activity show that the application of information technology is able to increase administrative efficiency in the school environment. This finding is in line with the concept of digital transformation which emphasizes the importance of using technology to increase the effectiveness of work processes, speed up services, and reduce repetitive administrative work. Administrative digitization allows each data to be stored systematically so as to simplify the information management process. The use of an information technology-based administrative system also improves the quality of documentation because all data is stored in a digital format that is safer than conventional archives.

The change in administrative processes that occurred after the activity showed that information technology not only functions as a data processing tool, but is also able to change work patterns to be more effective. Administrative staff no longer spend a lot of time searching for documents or compiling reports because most of the processes have been supported by digital systems. In terms of service, schools benefit in the form of increasing the speed of administrative services to teachers, students, and parents. The information needed can be obtained faster so that it supports better service quality. In addition, the use of information technology increases transparency because all administrative activities are documented more neatly and easily traced.

The success of the activity is also influenced by the active involvement of participants during the training and mentoring process. The hands-on approach provides real experience to participants so that they can easily understand how to use the system rather than just receiving material theoretically. Mentoring that is carried out gradually helps participants overcome technical obstacles that arise during the implementation process. However, there are still several challenges that need to be considered to maintain the sustainability of the program. One of them is the need to improve the digital competence of administrative staff through regular training so that the skills that have been acquired can continue to develop following technological developments. In addition, schools need to ensure the availability of supporting infrastructure, such as computer devices, a stable internet network, and a data backup system to maintain information security.

Overall, the results of the activity prove that the application of information technology is an effective solution in improving the efficiency of school administration. The changes that have occurred are not only seen in the acceleration of the work process, but also in the improvement of the quality of document management, data accuracy, ease of access to information, and productivity of administrative personnel. With the support of commitment from schools and continuous system development, digital transformation in the field of administration is expected to be able to create school governance that is more modern, effective, transparent, and responsive to the needs of educational services.

4. CONCLUSION

Based on the results of the implementation of community service activities that have been carried out in the school environment, it can be concluded that the application of information technology is an effective solution in improving administrative efficiency. Activities that include the preparation, planning, implementation, monitoring, evaluation, and follow-up stages have had a positive impact on changes in administrative processes that were previously dominated by manual systems to be more structured and digital-based. The use of information technology is able to accelerate the process of data management, archive storage, document search, and preparation of administrative reports so that the work of administrative personnel becomes more effective, accurate, and

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efficient. In addition, training and mentoring activities have succeeded in improving the understanding and skills of participants in utilizing information technology to support school administrative activities. These changes not only increase work productivity, but also provide convenience in providing faster, transparent, and well-documented information. Nevertheless, the successful implementation of information technology requires continuous support, both in the form of improving human resource competence, providing adequate technology infrastructure, and the school's commitment to continue to develop a work culture that is adaptive to the development of digital technology. Therefore, the application of information technology is not only a short-term solution in overcoming various administrative obstacles, but also a strategic step in realizing modern, effective, efficient, accountable, and sustainable school administrative governance. In the future, similar activities are expected to be carried out continuously with a wider scope so that more and more educational units benefit from digital transformation in administrative management and are able to improve the quality of educational services as a whole.

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