

## **ABSTRAK**

Perkembangan Teknologi Informasi dan Komunikasi saat ini jauh lebih pesat daripada tahun sebelumnya. Selain itu, teknologi informasi dan komunikasi memiliki banyak manfaat serta mempermudah suatu pekerjaan terutama selama pandemi Covid-19. Saat pandemi Covid-19 masyarakat diharuskan mematuhi protokol kesehatan, menjaga jarak dan menghindari kerumunan. Kebijakan yang dibuat oleh pemerintah tersebut dapat menghambat dan merubah aktivitas masyarakat khususnya dalam proses pelayanan administrasi. Pemanfaatan teknologi informasi dan komunikasi selama pandemi sangat berpengaruh dan mempermudah kegiatan. Jika sebelumnya pelayanan administrasi dilakukan secara tatap muka, maka dengan pemanfaatan teknologi informasi dan komunikasi proses pelayanan administrasi dapat dilakukan secara online selama pandemi dengan tujuan proses administrasi tetap berjalan baik tanpa melanggar kebijakan pemerintah dalam upaya mengurangi risiko penyebaran Covid-19. Penelitian ini bertujuan untuk mengetahui bagaimana karyawan Tata Usaha Fakultas Bisnis dan Ekonomika Ubaya memanfaatkan teknologi informasi dan komunikasi sebagai media penunjang proses kegiatan pelayanan administrasi yang tidak dapat dilakukan secara tatap muka dan teknologi yang dapat dimanfaatkan selama pandemi Covid-19. Namun, dibalik kemudahan pasti terdapat beberapa hambatan selama pelaksanaan. Beberapa hambatan disebabkan karena beberapa karyawan yang kurang menguasai penggunaan teknologi dan keterbatasan sistem yang digunakan. Hambatan tersebut dapat diatasi dengan cara pemberian pelatihan penggunaan teknologi kepada karyawan yang bersangkutan serta sistem yang sudah ada disempurnakan kembali.

Kata kunci: Covid-19, Pelayanan Prima, Teknologi Informasi dan Komunikasi.

## **ABSTRACT**

*The development of Information and Communication Technology is now much faster than the previous year. In addition, information and communication technology has many benefits and makes work easier, especially during the Covid-19 pandemic. During the Covid-19 pandemic, people are required to comply with health protocols, maintain distance and avoid crowds. The policies made by the government can inhibit and change community activities, especially in the administrative service process. The use of information and communication technology during a pandemic is very influential and facilitates activities. If previously administrative services were carried out face-to-face, with the use of information and communication technology, administrative service processes can be carried out online during a pandemic with the aim of the administrative process running smoothly without violating government policies to reduce the risk of the spread of Covid-19. This study aims to find out how Ubaya Business and Economics Faculty Administration employees utilize information and communication technology as a medium to support the process of administrative service activities that cannot be done face-to-face and technology that can be utilized during the Covid-19 pandemic. However, behind the convenience, there must be some obstacles during implementation. Some of the obstacles were caused by some employees who did not master the use of technology and the limitations of the systems used. These obstacles can be overcome by providing training in the use of technology to the employees and refining the existing system.*

*Keywords: Covid-19, Excellent Service, Information and Communication Technology.*