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by A R Dilapanga

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Implementation of the Personnel Service Application System (Study on Civil Servant Retirement Applications in the Personnel and Human Resources Development Agency of Minahasa Regency)

Abdul Rahman Dilapanga*, Thelma Wawointana, Margareth Rantung, Caroline Kaontole

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State Administration Study Program, Manado State University, Manado Indonesia

Abstract.

This study aims to describe the application of the personnel service application system (SAPK) at the Minahasa Regency Personnel and Human Resources Development Agency. This study uses a qualitative descriptive approach. The results indicate that the application of the personnel service application system, especially the pension application, has been running quite well with human resources who can manage SAPK, software that can be used easily and function well, as well as an established internet network. Clarity of procedures for implementing the SAPK policy as regulated in the Regulation of the Head of the State Personnel Agency Number 20 of 2008 concerning SAPK, the availability of hardware in the form of printers, software, and computer networks that support the implementation and implementation of SAPK.

Keywords: system, application, retirement, civil servant

Corresponding Author: Abdul Rahman Dilapanga; email: abdulrahmandilapanga@unima.ac.id

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1. Introduction

The rapid development of information technology encourages its use in various fields and almost all organizational activities currently use the application of information technology. The development of this technology requires government agencies to be better at using technology and information, of course helping public servants in carrying out their work in government operations, be it administrative activities, services, or the process of processing personnel data (1). The rapid progress of science and technology also makes people smarter in demanding their rights as citizens, where in these circumstances people demand that the performance of bureaucrats in public services is increasing (2).

With the development of information technology, the government seeks to develop electronic-based services through the Presidential Instruction of the Republic of Indonesia Number 3 of 2003 concerning National Policies and Strategies for E-Government Development, which explains that e-government is the use of information technology by the government to provide information and services to the public. public affairs relating to government (3). The government's policy in the Presidential Instruction No. 3 of 2003 emphasizes the use of information technology in central and local government agencies, which is more comprehensive and integrated. The concept of e-government is present to improve the quality of government (4).

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In the Regulation of the Head of the State Civil Service Agency Number 20 of 2008 concerning Guidelines for the Utilization of the Personnel Service Application System (SAPK), SAPK is a computer-based information system that is structured in such a way for personnel services. SAPK was born as a result of demands made by the State Civil Service Agency (BKN) to utilize information technology. With the use of information technology through SAPK, it is hoped that it can increase effectiveness and efficiency in the field of processing data and personnel information to increase the accuracy of Civil Service data and accelerate the acquisition of employee information. The scope of the SAPK includes civil servant procurement applications, civil servant promotion applications, civil servant retirement applications, and other transfer applications(5).

The objectives of BKN are to implement the Personnel Service Application System (SAPK), including:

1. Standardization of information technology-based personnel information system that is integrated as a medium in the service, supervision, and control of information technology-based personnel.

2. Availability of a staffing database as a medium of information for agencies and stakeholders as needed.
3. Increase efficiency and effectiveness:
 - (a) Availability of up-to-date data and information quickly and accurately
 - (b) Increase system and data duplication
 - (c) Simplify and improve process standardization
 - (d) Optimizing task-free
4. Improving staffing services for Civil Servants (PNS)
5. Implementing good governance, namely increasing transparency and accountability
6. Increase cooperation between government agencies and stakeholders to achieve efficiency and effectiveness in meeting the needs related to personnel management (Regulation of the Head of the State Civil Service Agency Number 20 of 2008 concerning Guidelines for the Utilization of Personnel Service Application Systems., 2008) (5).

One of the agencies that implement SAPK is the Minahasa Regency Personnel and Human Resources Development Agency, which is a regional technical institution established by Minahasa Regency Regional Regulation Number 04 of 2016 concerning [Organizational Structure and Work Procedures](#) of Minahasa Regency [Regional Technical Institutions](#). the function of formulating and implementing the formulation of regional policies in the field of personnel and human resource development. The Minahasa Regency Personnel and Human Resources Development Agency began implementing SAPK in 2013. Where in the process of its use, it is coordinated by the State Civil Service Agency, and the implementation process is based on the Regulation of the Head of the State Civil Service Agency Number 20 of 2008 concerning Guidelines for Utilization of the Personnel Service Application System (SAPK) (5).

Based on observations about the implementation of the Personnel Service Application System (SAPK) that has been implemented by the Minahasa Regency Personnel and Human Resources Development Agency, the researchers found several problems regarding SAPK, especially in the pension sector, namely that the facilities and infrastructure are still not optimal, especially on hardware. that is a computer. Then the author also sees complaints from operators who manage SAPK regarding SAPK applications that often experience server problems or what is called maintenance from the center

which causes work to be delayed and have to wait until the software can be used again (5).

Based on the background that has been stated, the research on the Application of the Personnel Service Application System (Study on the Civil Service Pension Application at the Personnel and Human Resources Development Agency of Minahasa Regency) was carried out so that the application of the SAPK that was applied could run by the objectives expected in the Regulation of the Head of the Personnel Agency. State Number 20 of 2008 concerning Guidelines for the Utilization of the Personnel Service Application System (SAPK) (5).

2. Methods

³⁴ The research method used in this study is qualitative. ¹ Qualitative research is a research method based on the philosophy of postpositivism, used to examine the condition of natural objects, (as opposed to an experiment) where the researcher is the key instrument, the data collection technique is done by triangulation (combined), the analysis is inductive/qualitative, and The results of qualitative research emphasize meaning rather than generalizations. This research was conducted using a qualitative approach, because qualitative research emphasizes the process of searching for meaning, revealing meaning, behind the phenomena that arise in research, with the aim that the problems to be studied are more comprehensive, in-depth, natural, and as is and without much intervention from researchers on the facts that arise (6)

This research was conducted at the Agency for Personnel and Human Resources Development of Minahasa Regency, Jl. Tumor Tou, Target Village, North Tondano District. The focus of the research focus in this research is the application of the application system for the service of civil servants in the pension service at BKPSDM Minahasa Regency. With research sub-focus:

1. Components that support the implementation of the Personnel Service Application System, especially in the pension sector:
 - (a) Human Resources
 - (b) Hardware and software resources
 - (c) Network Resources
2. Supporting factors and inhibiting factors for the implementation of the Personnel Service Application System (SAPK).

3. Results and Discussion

The Minahasa Regency Personnel and Human Resources Development Agency are a Regional Technical Institution¹² established based on Minahasa Regency Regional Regulation Number 04 of 2016 concerning the Organizational Structure and Work Procedures of Minahasa Regency Regional Technical Institutions. In the Regional Regulation, it is stated that the position of the Personnel and Human Resources Development Agency is a supporting element of the Regent's task, which is led by the Head of the Agency which is located below and is responsible for the Regent the Regional Secretariat (7). The Minahasa Regency BKPSDM started implementing the Personnel Service Application System (SAPK) in 2013.

The Civil Service Application System (SAPK) has the scope described in the Regulation of the Head of the State Personnel Agency Number 20 of 2008 concerning Guidelines for the Utilization of SAPK, including the Procedure for Determining Civil Servant Identity Numbers, Promotion, Dismissal and Provision of Civil Servant Pensions, and Transfers. Between Agencies.

In the process of implementing and implementing SAPK, of course, it must be supported by adequate facilities and infrastructure contained in the Regulation of the Head of the State Civil Service Agency Number 20 of 2008, including:

Hardware, in the form of personal computers, servers, switches, and printers

Software

Personnel or human resources who manage SAPK.

Network Setup. SAPK user agencies need to prepare a network with a minimum bandwidth of 2x64 Kbps, network switches with standard specifications

Supporting dan Inhibiting factors

⁶Based on the results of the description of the research data, the discussion that will be described in the discussion of the results of this study includes several sub-focuses, namely: 1. Human Resources; 2. Hardware (Hardware) and Software (Software); 4. Network Resources; and the supporting factors and inhibiting factors for the implementation of the Personnel Service Application System

3.1. Human Resources

Human resources in an agency are very important. Qualified and professional human resources are the main keys to achieving success in implementing a policy. The availability of qualified employees, especially in this study, is needed for employees who have the ability to SAPK and are expected to carry out their duties well because human resources are the main driver in a program. Implementing a policy requires competent resources by the policy. The resources in question are human resources, infrastructure resources, and other supporting factors (8). There are three important factors related to the ability of human resources: skills, physical, and mental (9).

¹⁵ Based on the results of research conducted by researchers at the Agency for Personnel and Human Resources Development in Minahasa Regency, it was found that there are three human resources in the pension sector and those who manage SAPK. Where 1 employee who is the Head of the pension sub-sector acts as a personnel analyst in charge of controlling the work of the operators and checking the validity of the files that will be input to the SAPK, then 2 other employees are computer operators who manage SAPK.

Thus the researcher argues that the existing Human Resources in the Minahasa Regency Personnel and Human Resources Development Agency, especially in the pension sector, can be said to have been able to manage and serve pensions using SAPK. In terms of the duties carried out by each employee, they have been able to carry out their duties properly. Judging also from the technological educational background that the operators have, they can manage, and even if there are obstacles that occur in working with SAPK, the existing employees can overcome them.

3.2. Software and Hardware

3.2.1. Software

Software is a system that connects a computer with a user or user to realize a system that can function according to the wishes of the user. This software is also a kind of record for the computer machine to store an order and documents and other files that are managed by the user.

This software is very important in implementing the Personnel Service Application System (SAPK) in the Human Resources Development Agency of the Minahasa Government. Where the SAPK software or application used is an application that was adopted

directly from the center, namely the State Civil Service Agency, and in its use it is functioning properly and is easy to use and also helps staff in managing and inputting pension data on SAPK.

Based on the results of research and direct interviews, it can be concluded that the application of SAPK can be carried out because of the support of software that contains programs and computers with functions to support data and document management at the Minasaha Regency BKPSDM pension service. This is in line with the opinion expressed by Sutanta that information systems serve the information needs of each functional unit at all levels of activity, thus the availability of software determines the management of employee data in the Personnel and Human Resources Development Agency of Minahasa Regency (10).

3.2.2. Hardware

Hardware is one of the components used to perform tasks and functions such as data preparation, data entry, data storage, and issuing data processing results in the form of information. Hardware is an aspect that supports the success or failure of the implementation of the Personnel Service Application System (SAPK) at the Minahasa Regency Personnel and Human Resources Development Agency. For this reason, in the application of SAPK, of course, attention must be paid to the existence of adequate hardware to create effective and efficient e-government. This hardware consists of computers, printers, scanners, and servers.

From the results of research at the Minahasa Regency Personnel and Human Resources Development Agency, researchers observed that the condition and number of computers used in SAPK were still inadequate when viewed from the number of existing computers. However, existing computers already support SAPK software and the software needed to be able to run SAPK, namely the Mozilla Firefox browser. Not only computers but the pension sub-sector has also been facilitated with existing printers equipped with photocopies and scanners that support the implementation of SAPK.

In line with Sidh's opinion, the role and influence of hardware in a management information system is one of the important components and influences an information system, where hardware and other supports must be supportive and adequate so that the results can be by what is desired (11).

3.3. Network Resources

An Internet network in general can be defined as a network that has no boundaries and that connects computer users with other computer users, in the network has a variety of information such as providing various internet information and browsing. And this term is known as "online". Information network infrastructure is also an aspect related to the condition of telecommunication infrastructure as well as access, quality, scope, and cost of access services (12).

From the results of the study, it was found that the internet network used to support the Civil Service Application System in the Personnel and Human Resources Development Agency of Minahasa Regency was in the form of a Local Area Network (LAN) and Wireless Fidelity (WiFi) networks. Thus, the researcher argues that the availability of an internet network in the form of Wifi with a capacity of 20 Mbps can be said to be adequate in terms of the use and implementation of data processing for retirement employees carried out by SAPK operators in the pension sector.

So it can be said that the network is one of the important components in the application of SAPK in the Personnel and Human Resources Development Agency of Minahasa Regency which can provide changes in accessing information and also employee data, and with this adequate network, the process of inputting data and managing employee data and also the results in the form of a pension decree can be achieved quickly.

3.4. Supporting Factors for the Implementation of SAPK at BKPSDM Minahasa Regency

First, the availability of human resources, especially the implementing staff or employees as an adequate and competent implementors in SAPK, because all employees of the Minahasa Regency BKPSDM can be empowered properly, competent human resources or employees must also have the skills to create and use SAPK, and as IT staff. With the implementation of an effective and efficient Human Resources Application (SAPK) system at the Minahasa Human Resources and Human Resources Development Agency, as well as staff skills as operators who manage SAPK and the Head of the pension sub-sector who acts as personnel analysis that controls work on operators, is said to be capable and sufficient.

Second, there is clarity on the implementation procedures or policy procedures for the Personnel Service Application System (SAPK) as stated in the Regulation of the

Head of the State Civil Service Agency no. 20 of 2008 regarding the SAPK Manual which has been prepared in such a way by the State Civil Service Agency (BKN).

Third, the availability of facilities in the form of printers, and adequate software used to implement SAPK. Then the network setup at the Minahasa Regency BKPSDM can also be said to be adequate because it is by the requirements contained in the Regulation of the Head of the State Civil Service Agency Number 20 of 2008 which is to prepare a network of at least 2x64 Kbps.

3.5. Inhibiting Factors in the Implementation of SAPK at BKPSDM Minahasa Regency

The inhibiting factor for the implementation of the Personnel Service Application System at the Agency for Personnel and Human Resources Development in Minahasa Regency is the lack of hardware, namely the computer needed for SAPK management. SAPK which is an application that is integrated online, of course, requires a computer to access SAPK and enter employee data that takes care of retirement with SAPK. For this reason, it is necessary to procure more computers so that the implementation and service of pensions with SAPK are even more optimal.

Second, another inhibiting factor is the SAPK software which often requires maintenance and cannot be accessed by users simultaneously, therefore it needs to be developed and updated by the State Civil Service Agency.

4. Conclusion

Based on the results of the research that has been described and presented in the previous chapter, it can be concluded that the application of the Personnel Service Application System in the Personnel and Human Resources Development Agency of Minahasa Regency has not been fully running optimally, seen from Human Resources, especially operators in the pension sector in Minahasa Regency. The Minahasa Regency BKPSDM is sufficient to manage SAPK. The software resources used in SAPK are software used from the center. And during its use, the software can function properly. Hardware resources (hardware), the hardware used to support SAPK is still insufficient and adequate, especially on computers. Network resources, the network used to support SAPK is using Wifi, where the network is already connected to all computers. The existing network can be said to be adequate because there are no network problems when using SAPK.

Supporting Factors for the implementation of SAPK, namely; Availability of human resources, namely adequate staff as implementers, clarity of procedures for implementing SAPK policies as stated in the Regulation of the Head of the State Civil Service Agency Number 20 of 2008 concerning the Manual for Personnel Service Application Systems (SAPK), availability of hardware, software, and networks computer that supports the implementation and implementation of SAPK. The inhibiting factors for the implementation of SAPK are: Hardware in the form of computers is still lacking and there is a need for procurement so that the implementation of SAPK can run more optimally.

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