

IMPLEMENTATION OF EMPLOYMENT SERVICES APPLICATION SYSTEM (SAPK) IN UPDATING CIVIL SERVANTS DATA IN INDONESIA

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Keywords

*Information systems,
management, staffing
service application
systems*

Abstrak

*This research background is to find out
and analyze the implementation of staffing
service application systems in updating civil
servants data in Indonesia.*

*The research method used is qualitatively
descriptive. The study used two data sources:
direct data and additional data. Information is
immediately retrieved by conducting an
interview. Additional information is taken from
literature studies through books, articles,
research journals and media. The results of this
study show that through staffing service
application systems are able to realize
accountable, transparent and up-to-date
data. MySAPK application is able to provide
faster and excellent service.*

INDRODUCTION

Technological advances today, require the government to use information technology in providing services to the community, in order to realize a more excellent and efficient quality of service. In the era of globalization the digital utilization of information and communication has been adapted from the private sector to the public, to improve services to the public or consumers.

Improvement in organizational performance can be seen from the utilization of management information systems used by organizations. The use of appropriate information systems will provide good quality and speed of information that will improve integrity in the field of information.

The implementation of *good governance* in accordance with (*Presidential Instruction No. 3 of 2003 on National Policy and Strategic Development of E-*

Government) can improve effective and efficient services. The use of technology-based information is able to provide public services that are easily accessible, cheap and fast for people throughout Indonesia. The development of this system will accelerate services so that the public will be satisfied with the current government's performance which is fast, accountable, effective, efficient and transparent.

Presidential Regulation No. 95 of 2018 on Electronic-Based Governance Systems (SPSE), can realize accountable, transparent, effective and clean government governance. Utilization of technology to improve the management of staffing administration can be done with an integrated staffing information system perpres Number 39 of 2019.

The implementation of employee management information nationally will be connected in one ASN database with good standardization. The use of data information system of national staffing management connected in one database online will create accurate data and updates and can improve the service of the administration of the population because employee data has been input in the SAPK application.

Since independence, the Government of Indonesia has carried out two civil servant updates. First, the PNS update was implemented in 2002 however, the implementation was done manually which caused it to take a long time and expensive costs resulting in data that is not maximal and there are fake data. Second, the data update was implemented in 2014 electronically and carried out by every civil servant concerned, not carried out by staffing organizations such as the staffing bureau, BKPSDM. Finally almost 100k exactly 97k paid salaries and pensioners but the person is not there.

In mid-2021 Indonesia was horrified by the news that there were 97 thousand civil servants data that earned fictitious salaries. Plt. Head of Public Relations Bureau of Law and Cooperation BKN Paryono responded to the news on the live broadcast of PRFM Radio 107.5 News Channel on Tuesday, May 25, 2021 at 1:50 pm. The results of the interview are as follows:

- a. "BKN has found civil servant data that is blocked status because the civil servant did not participate in the national re-collection in 2002-2003 ago;
- b. A number of civil servants do not participate in the civil servant re-collection program (PUPNS) due to several factors, namely civil servants are sick, on

leave outside dependents, are in remote areas and are learning tasks so that they cannot be informed of pupns program;

- c. One way to deal with fictitious data problems is by implementing data updates in the national program titled 'Self Data Update'." (<https://prfmnews.pikiran-rakyat.com/>)

The purpose of self-updating data is "a process of rejuvenation and updating data conducted independently that aims to realize accurate, current, integrated and good quality data so as to create data interoperability" (*Regulation of the Head of State Staffing Agency No. 20 of 2008 Concerning Guidelines for Utilization of Staffing Service Application System,*) became the basis of regulation in the utilization of Staffing Service Application System.

The purpose of this study is to analyze the implementation of staffing service application systems in updating data of the state civil apparatus in Indonesia.

RESEARCH METHODS

System

Some understanding of the system provided by experts as a comparison material as follows (Djahir, 2014):

- a. According to Raymond McLeod and George Schell, "A system is a group of integrated elements with the same intention of achieving a goal."
- b. According to Robert G. Murdick et al "A system is a set of elements that make up the activities of a processing procedure/chart that seeks a common purpose or purpose by operating the data of funds at a particular reference time to produce information and/or energy and/or goods"
- c. "A system is a collection/group of any subsystem/part/component, both physical and nonphysical that are interconnected with each other and work together harmoniously to achieve one particular goal" (Azhar Susanto)

From the definitions of experts can be concluded that the system is a unity of interconnected and inseparable elements to realize the expected goal.

According to Romney (2018) "A system is a collection of two or more components that work together and relate to achieve a particular goal". The system has components that work together. These components should not be lost or damaged, if

they are damaged they will not cooperate so that the purpose of the system will not be achieved

Information

Information is the most important resource in an organization without information, the organization will not exist. The importance of information an organization needs to manage the organization's resources well.

The organization's data management capabilities will affect the quality of information within the organization. There are several understandings of information from some experts as follows (Djahir, 2014).

- a. "Information is a unity that appears or does not seem to function to reduce the uncertainty of a future situation or event. Information consists of data that has been taken and processed for informative purposes as a conclusion, argument, or basis in decision making" (Djahir, 2014);
- b. According to Robert G. Murdick et al., "Information is data that has been retrieved, processed, or otherwise used for the purpose of inference, argumentation, or as a basis for forecasting or decision-making"
- c. "Information is one of the most important types of data sources owned by an organization, whatever the type of organization" (Azhar Susanto)
- d. "Information as data that has been processed into useful and tangible forms of value in present and future decisions" (Gordon B. Davis)

According to Robert N. Anthony and John Dearden, "Information as a reality, data, an item that adds knowledge to its users"

From the results of the above understanding from science experts it can be concluded that information is the result of data processing that is useful for the recipient to be used as material for decision making.

According to Wijoyo (2021) "Information is data that is processed into a more useful and more meaningful form for those who receive it."

Management Information System

Information Systems is a collection or arrangement of components consisting of hardware (hardware) and software (software) and implementing power that sequentially

process and together in producing products. A management information system is a comprehensive, coordinated, and integrated set of information subsystems that can convert data into information in a variety of ways according to the style, nature of managers and predefined quality standards, thereby increasing productivity (Djawa & Puspasari, 2015).

The main task of sim in the organization is as a umpab-reverse flow. The sim is currently used to help find the storage of the defined plan and the information system is also used by the management to formulate the required corrective actions (Tyoso, 2016). McLeod and Schell (Mulyani, 2018) say *management information system* is a computerized system that does data processing so that it can be used by people in need.

According to Hartono (Kamal & Basri, 2020) explained that sim in terms of management aspects is a set of information systems that are responsible for planning and control in the organization. According to Sudiro (2011) Management Information System (SIM) is "a system that converts data in frontline systems, as a transaction processing system into useful information for managers". Information obtained from Sim can be used to assist decision-making in problem solving in the organization.

The main purpose of management information systems is to assist the management process within an organization. Management is planning and control. Therefore, the purpose of SIM is to provide information for decision making in the planning, management and control of subsystems within the company / organization, as well as to provide the company with synergy in the process.

Staffing Services Application System

According to Priyanto (2018) stated that "the management information system of the field of staffing developed by the government to produce accurate and complete staffing data for planning, control, management purposes. development and well-being in the making of reports."

"Civil Service Management is the overall efforts to improve efficiency, effectiveness and professionalism of the implementation of duties, functions and staffing obligations that include planning, procurement, quality development, placement, promotion, payroll, welfare and dismissal" (Peraturan Kepala Badan Kepegawaian Negara Nomor 20 Tahun 2008).

The Staffing Services Application System (SAPK) is a PC-based data framework created as an aid to staffing organizations.

SAPK is a BKN application based on computers and android that has a function to make it easier for civil servants to access staffing data.

RESEARCH METHODS

The research method used in research is descriptive qualitative methods. Descriptive qualitative is more relevant in this study to analyze the implementation of staffing service application systems in the current asn data update in Indonesia.

The information used is important information and additional information. Important information is obtained directly from the research subject that is brought directly by the expert to the source directly through interviews.

Additional information is obtained from literature studies, namely articles, regulations, research journals and media related to technology-based staffing service systems.

RESULT AND DISCUSSION

The enactment of Presidential Regulation No. 95 of 2018 on Electronic-Based Government System (SPSE) and integrated (*Presidential Regulation No. 39 of 2019 on One Data Indonesia*) in May the National Staffing Agency conducted online socialization with staffing management agencies in Indonesia.

The socialization results conveyed that the government will update the data electronically however, this time the data update is different from the previous data update where the data update this time is no longer done periodically but can be updated anytime and anywhere when there is a change in staffing data.

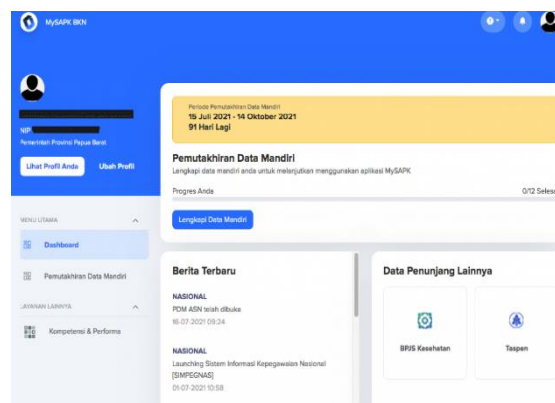
The first steps that can be implemented in integrating civil servants information systems by synchronize the staffing system data owned by each organization with the Staffing Service Application System managed by BKN.

SIASN (One Data Civil Servants) integrated with all data information. The information contains national SIMPEG, competence, performance, digital signature,

SAPK, DMS, SSCN and HRMA while the result is MySAPK and observation dashboard.

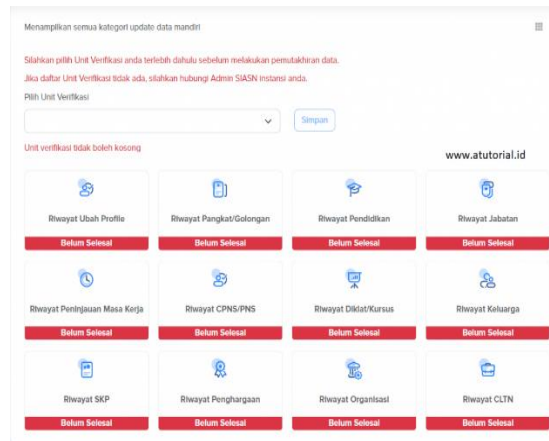
The process of updating the standalone data is initially done account activation before updating in the MySAPK application. The steps that can be done for the activation of MySAPK BKN are:

1. Download the MySAPK app at playstore or go to the <http://pdm-asn.bkn.go.id> website address ;
2. Sign in the Reset Password link / forgot the password first;
3. After that appears the page forgot the password, enter your NIP as a username and enter the Email registered in MySAPK / SIASN;
4. Click Continue
5. Next enter the password
6. The token will be sent via email then the token is copied on the MySAPK application then reset the Password.
7. Can login and will appear Home and wait for the data update menu.



Picture 1

Picture 1 is an early description of the MySAPK home in the process of updating civil servants data. To update the data click complete the standalone data, the first time to update on the home screen of the standalone data will appear the words "unfinished" with red like Picture 2 below



.Picture 2

Before completing the data each civil servants presents file scanan from personal data files to family data scanan. August BKN will open tha MySAPK application in perform self upgrade by each civil servants.



Picture 3

Picture 3 indicates that the update has been implemented by civil servants. Each civil servants has uploaded and updated data. Each civil servants can update its employee data at any time when staffing data is updated.

Civil servants who do not do PDM, the staffing service process will be hampered because all types of staffing services will be processed through SAPK data in accordance with the synergy of presidential regulation 39 of 2019.

MySAPK is an online application of course the internet network becomes the main factor in the process of updating asn self-contained data so that a good internet network will help smooth the process of updating data. In addition to a good internet server network is also an important thing in the PDM process in MySAPK applications.

Currently, which is often an obstacle for civil servants who is uploading data is a server that often errors so as needs to delay uploading data until the server returns to normal.

With the MySAPK application is very helpful for staffing agencies to have accurate, up to date data and updates. In addition to the data that updates the task from the staffing agency feels lighter because the charging of data has been done by each civil servants.

Conclusion

The development of technology has transformed the staffing service system of the state civil apparatus in Indonesia from conventional to information-based and information technology.

MySAPK application is one of the staffing data services launched by BKN based on technology. Civil Servants data updates through the MySAPK application can create updated and up to date data.

Implementation of Staffing Service Application System in the process of updating is quite well implemented but still experiencing obstacles, namely servers that often error and of course the internet network is often slow. The advice given to the central government is to further prepare MySAPK servers and adequate internet networks throughout Indonesia both in the city and in rural areas to facilitate the process of updating civil servants data throughout Indonesia.

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