

Volume: 10
Nomor : 4
Bulan : November
Tahun : 2024

E-ISSN: 2656-940X
P-ISSN: 2442-367X
URL: jurnal.ideaspublishing.co.id



Optimizing The Utilization of Electronic Promotion System Services (SISPEK) in Gorontalo Province

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DOI: 10.32884/ideas.v10i4.1945

Abstract

This study is conducted in optimizing the implementation of an electronic job promotion system within the Regional Civil Service Agency of Gorontalo Province. The objective of this study was to assess the implementation of SISPEK in proposals for the promotion of civil servants. This research employed a qualitative approach, wherein data were collected through interviews and observations. Results indicated that limited socialization and administrators' inadequate IT skills crippled exploitation of the system. Meanwhile, infrastructure enhancement stood as a vital role to further accelerate the efficiency in proposals. More socialization and training should be organized to support and ensure the optimum utilization of SISPEK.

Keywords

Optimization, SISPEK, civil servants

Abstrak

Penelitian ini dilakukan untuk mengoptimalkan penerapan sistem promosi jabatan secara elektronik di lingkungan Badan Kepegawaian Daerah Provinsi Gorontalo. Tujuan dari penelitian ini adalah untuk menilai penerapan SISPEK dalam usulan kenaikan pangkat pegawai negeri sipil. Penelitian ini menggunakan pendekatan kualitatif, di mana data dikumpulkan melalui wawancara dan observasi. Hasil penelitian menunjukkan bahwa sosialisasi yang terbatas dan keterampilan IT administrator yang kurang memadai menghambat pemanfaatan sistem. Sementara itu, peningkatan infrastruktur berperan penting untuk lebih mempercepat efisiensi dalam usulan. Sosialisasi dan pelatihan lebih lanjut harus diselenggarakan untuk mendukung dan memastikan pemanfaatan SISPEK yang optimal.

Kata Kunci

Optimalisasi, SISPEK, pegawai negeri sipil

Introduction

The improvement of Good Governance in Indonesia will trigger the various sectors in the government. One element that can be taken into account in the development of good governance is public service innovation. In Regional Civil Service Agency public services, one of them is service upgrades. Good quality service from service users' hopes namely, to apply for promotion; civil servants. Grade is a post that denotes the status of a Civil Servant by his placement in the personnel system and is applied as a reference for providing salaries. According to Government Regulation Number 99 of 2000, Promotion constitutes an appreciation awarded by the government to Civil Servants because of their work achievements

and devotion to the country, aside from being an incentive or inspiration for Civil Servants to improve their work and dedication. It should be noted that the Promotion granted by the government to Civil Servants is not an absolute right of entitlement on their behalf, but rather a form of appreciation granted by the government to Civil Servants for their achievements in service (Tue, etc., 2023).

In the Government Regulation of the Republic of Indonesia Number 11 of 2017 concerning Civil Servant Management and Government Regulation Number 12 of 2002 concerning amendments to Government Regulation Number 99 of 2000 concerning Promotion of Civil Servants, it is stated that promotion for civil servants is a position that indicates the level of a civil servant in the series of staffing arrangements and is used as the basis for salary provision. In addition, there is also a promotion in rank which in this case is an award given for PNS the dedication of the civil servant concerned to the nation and state and society (Pusat 2017).

Optimizing the use of the Electronic Promotion System (SISPEK) at the Regional Civil Service Agency (BKD) of Gorontalo Province is an important step in facing the challenges of efficiency and transparency in the administrative process of Civil Servant (PNS) promotions. The promotion process, which should run on time, is often hampered by various problems, such as incomplete documents, lack of clear information for employees about the time of submission, and slow manual verification processes. This gap indicates the need for system improvements so that services can be more effective (Widodo 2020).

SISPEK is An expected innovation can answer the gap. Through this system, applications for promotion can be done electronically, so that the procedure becomes simpler and more accessible to employees. SISPEK offers innovation in terms of transparency, accuracy, and ease in monitoring application status in real-time. Not only that, an early warning notification feature is also provided to help employees ensure the completeness of the required documents, so that it can speed up the approval process and increase employee satisfaction with service officers (Dwinanta and Ginting 2012).

This study aims to evaluate the extent to which the use of SISPEK can be optimized in improving the service improvement ranking at the BKD of Gorontalo Province. In addition, this study also attempts to measure the impact of the implementation of the system. the to efficiency of administrative processes, as well as how this technology contributes to creating a more modern and responsive work environment to employee needs.

Previous studies have shown that the implementation of digital systems in administrative personnel can significantly reduce processing time and increase accountability. However, research related to the implementation of SISPEK in the BKD environment of Gorontalo Province has not been widely conducted. Therefore, this study seeks to close the wide gap in order to examine the impact of this system in more depth in the local context in Gorontalo.

Thesis Research Conducted by Dewi Afrida Tambunan in 2021 About the Civil Servant Promotion Service System at the Human Resources and Personnel Development Agency of Pekanbaru City. Promotion of civil servants is one of the important elements in career development, problems related to the promotion process at the Pekanbaru City BKPSDM are the delay in receiving the Decree (SK), this is evidenced by the exceeding of the validity period

of the promotion (calculated from the date/TMT) with the submission of an Excerpt of the Decree of the Personnel Development Officer. This study aims to determine and analyze the Civil Servant promotion service system and the factors that become obstacles in the Civil Servant promotion service at the Pekanbaru City BKPSDM. This type of research is descriptive qualitative with 14 (fourteen) research informants. The data analysis technique used is qualitative description. The results of the study explain that the factors that are obstacles in the promotion service for Civil Servants at the Pekanbaru City BKPSDM are: the quality of human resources who still do not understand IT, limited allocation of job formations for functional position locations and services that are not yet representative. Overall, the results of the study concluded that the Civil Servant Promotion Service implemented by the Pekanbaru City BKPSDM has referred to Government Regulation Number 12 of 2002 concerning Promotion of State Civil Apparatus, only requiring service improvements. For this reason, the Pekanbaru City BKPSDM is expected to make several improvements in several aspects of service (Tambunan 2021).

Research conducted by Iis Juliana, Rudiadi R., Peri Pirmansyah in the Journal of Sharia and Law Volume 1 Number 2 of 2022, this research is motivated by several problems in the implementation of the promotion of Civil Servants at the Riau Province Regional Personnel Agency. In the implementation of the promotion proposal process, there was a discrepancy with the applicable provisions. So that this becomes a problem in the implementation of the promotion. The problem is that the promotion has been given even though the competency test has not been passed. Other problems also occur in the proposal for the promotion of Civil Servants who do not meet the requirements and incomplete files. Furthermore, the formulation of the problem in this study is how the implementation of the promotion of Civil Servants is based on the decision of the Head of the Regional Personnel Agency Number 12 of 2002 at the Riau Province Regional Personnel Agency and what are the problem factors. The purpose of this study is to determine the implementation of the promotion of Civil Servants based on the decision of the Head of the State Civil Service Agency Number 12 of 2002 at the Riau Province Regional Personnel Agency. This research is a type of sociological legal research, using an empirical legal approach using primary legal material data sources and secondary legal materials. The results obtained can be seen that in the promotion process at the Riau Provincial Regional Civil Service Agency, each promotion proposal must be in accordance with the requirements needed and required at the time of the promotion proposal. Then there are several problematic factors where in the implementation of the promotion there are several that are not in accordance with the Decree of the Head of the State Civil Service Agency Number 12 of 2002, the inconsistency of these regulations such as incomplete Employee Performance Targets (SKP), exceeding the rank of direct superiors, not knowing the laws and regulations (Juliana, Rudiadi, and Pirmansyah 2022)

Research conducted by Anang Dwinanta & Rosalina Ginting in 2012 in the CIVIS Scientific Journal, Volume II, No. 1 which states that this research is related to the Promotion of Civil Servants (PNS), which is an award for work achievement and dedication to the State after going through certain requirements. In addition, promotion is also intended as a motivator for PNS to further improve their work achievement and dedication. Promotion is also an

important element in the development of PNS careers. Several substantial problems concerning the excellence of PNS promotion services are closely related to the main tasks and functions of the Semarang Regency Regional Civil Service Agency, including: 1) the still weak ability of SKPD Personnel managers; 2) the role of BKD leaders is not yet optimal; 3) regulatory support is not yet optimal. Based on the agenda preparation process through Agenda Setting, it was determined that the Institutional Agenda to be implemented was Improving the Ability of SKPD Personnel Managers. In relation to this, the Policy Alternative in order to resolve the problem and at the same time as the final result of public policy analysis related to civil servant promotion services, namely that in order to improve the ability of SKPD Personnel Managers in order to improve civil servant promotion services, the following policies are needed: 1) technical guidance for SKPD Personnel Managers; 2) monitoring the preparation of promotions in SKPD; 3) coordination of completion of promotion administration (Dwinanta and Ginting 2012)

Research conducted by Indah Tri Handayani in 2015. This research is entitled Quality of Civil Servant Promotion Services by the Regional Civil Service Agency of Gunung Mas Regency. The development of good governance in Indonesia is increasingly encouraging improvements in various fields of government in Indonesia. One of the important things that can be done in building good governance is the renewal of public services. One of the values of good governance that is important to be implemented in public services is the quality of service. As with the promotion services provided by the Regional Civil Service Agency of Gunung Mas Regency, good service quality is the hope of service users, namely civil servants who apply for their job promotions. Research, seminars and written works from experts on the implementation of good and quality civil servant promotion services have been widely conducted. The problem is that quality civil servant promotion services have not been implemented properly. For this reason, this research conducted at the Regional Civil Service Agency of Gunung Mas Regency looks at the quality of civil servant promotion services provided and what are the obstacles in promotion services. The main core of the implementation of civil servant promotion services is the quality of Timeliness of Service, things that need to be considered here are related to waiting time and processing time, then Accuracy of Service, related to the reliability of service and free from service errors and Ease of Obtaining Service, related to the location of service, officers serving/administrative staff, supporting facilities and infrastructure such as computers and others (Handayani 2015).

Method

This research was conducted at the Regional Civil Service Agency of Gorontalo Province with a qualitative descriptive approach, which aims to understand the phenomenon of civil servant promotion services through the SISPEK system (Suharto and Hamid 2022). The focus of the research consists of three main aspects, namely socialization, skills, and hardware and software. Socialization includes the role of personnel managers in conveying information to civil servants regarding the use of the SISPEK application, while skills refer to the ability of civil servants to operate the application for submitting promotions. Meanwhile, the hardware and software aspects relate to the physical devices and software used in this process. Data collection methods include interviews, observations, and documentation. Primary data were obtained from



interviews with five key informants, while secondary data came from official documents and field observation results. In data collection, researchers used semi-structured interviews and direct observation to obtain in-depth information. Data analysis was carried out qualitatively, following the steps proposed by Creswell, with an emphasis on narrative descriptions of the data collected.

Result and Discussion

The research called "Improvement of SISPEK Use Help in Worker Rise Requests at the Local People Group of Gorontalo Area" wants to check how well the Electronic Rise System (SISPEK) works in helping with turning in Worker (PNS) rise requests. This app hopes to cut down tricky red tape, make the turning in faster, and boost service openness. Based on this analysis, this study will compile recommendations to optimize the application, such as developing new features, training for users, and improving the system to make it easier to access and use. Ultimately, this study is expected to improve the quality of public services in terms of managing PNS promotions, as well as encouraging bureaucratic reform through the use of digital technology in Gorontalo Province.

This study looks at the job of staff managers, mainly those in charge, to inform workers in Gorontalo's local government about using the SISPEK app for asking for raises. It also covers what skills or talents are needed to use the promotion request app and tools like machines and programs that help with making these requests. In addition, this study also aims to identify obstacles faced by users, both civil servants and employees at the Regional Personnel Agency. These obstacles can be related to technical obstacles, limited human resources, or lack of understanding in using the application

Result

As explained previously, the focus used in the research on Optimizing the Utilization of the Electronic Promotion System (SISPEK) in the Proposal for Civil Servant Promotion at the Regional Civil Service Agency of Gorontalo Province includes: 1) Socialization, 2) Promotion, 3) Hardware and Software. The research results from the three research focuses can be seen as follows.

1. The results of the study indicate that the socialization carried out by personnel managers is still limited and has not reached all employees, especially those in remote areas. The methods used (interviews and observations) revealed that socialization is needed to improve employee understanding and participation in operating the SISPEK application. This underlines the importance of effective communication as part of socialization, which is in accordance with qualitative methods that focus on understanding the context and experiences of individuals.
2. The results of the study indicate that although BKD is making great efforts to ensure that all civil servants can utilize SISPEK, not all admins in OPD have adequate IT skills. Using semi-structured interviews, researchers gained deeper insight into the challenges faced in terms of skills and training, as well as the importance of deploying human resources capable of operating the system. Qualitative methods allowed researchers to highlight the urgent need to improve the skills of its users.

Demonstrated how job promotion standards need to be adapted by adjusting the features of SISPEK and the need for an adequate network. This is due to the method that the research used, with the observation pattern allows researchers to see the realities of the infrastructure and how it influences the process of applying for job promotions. About the context, it looks qualitative, as you needed, to the analyze how the infra-structure is important to allow a good use of SISPEK application.

Discussion

These study results show that memes have a positive and significant effect on the understanding of Civil Servants (PNS) in operating the Application in PIS per work process. Consistent with the TAM theory of the Technology Acceptance Model, the two critical factor that affect technology acceptance is increasingly perceived usefulness and perceived ease of use. Based on the context of these trends, good socialization can increase the perception of usefulness to encourage PNS to use it more effectively.

Depending on the context being studied, there are 3 components which may be addressed, to wit: socialization, skills and hardware and software. Furthermore, the implementation of public services such as the use of the SISPEK application is consistent with what Anderson et al., (2021) concluded where the use of digital technology in governance could not only improve efficiency but also strengthen transparency and accountability. When we have transparent system, the administrative process becomes clearer and more accountable(Safitri 2020).

1. Socialization

Application socialization is the act of introducing and showing users, for an application that is what you doing (or can do), benefits, features, At an organizational or institution level, application socialization is intended to help users (e.g., employees/members of an organization) use an application in a fit and proper way. Typically, this process involves the spreading of information using many structures i.e., training or seminar, written guides and materials, tutorials and other forms of technical assistance. The application socialization also helps in the detection and removal of barriers faced by the users to increase their technical competency and reinforce that the app is used in an optimal measure as per expected usage pattern. Good socialization is sonically presumed to enable organizations to leverage applications well because it results in enhanced efficiency and quality of performance e.g. higher transparency, quicker service delivery or lesser administration. (2020) claimed that through (Sonali et al. 2024), socialization run under interactive approach like training and Group Discusses efficient in boosting the aware for the user. This highlights the necessity of a vigorous approach to socializing IT in the public sector as a process. Analysis revealed that there was a higher increase in technical skills of participants involved with interactive training sessions as compared to participants who were only provided with written materials. A personnel manager (civil servants rank officials at Gorontalo provincial level of Government) have significant responsibility in socializing the use of Electronic Rank Promotion System (SISPEK) application for Civil Servants (PNS). Through the media of socialization, Rank officials are to make the PNS getting known about SISPEK application use in the process of promoting. Moreover telling the advantages of this app accessibility, efficiency and fastness in managing personnel administration is a requisite. On the others



hand, rank official serves as technical guide and support in case of problems when using the application so that PNS unit may apply SISPEK more effectively and efficiently. Through a good socialization, it is expected that PNS comprehension and exercise of this application will rise the promotion proposal process will work better and follow legal standards.(Ghoni 2018)

2. Promotion

Promotion Application for Civil Servants (PNS) is a digital solution that aims to simplify the administrative process taking place while a promotion is requested. Until this application was introduced, the promotion process overwhelmingly slow and with lots of physical documents that had to be doled out manually, forming part of the reason why things can go wrong or get delayed administratively. The process goes online (Ulum 2018) The full process online from submission to verification to approval Implemented in digital system. This makes it not only faster, but also more transparent and accountable, as the civil servants who apply could monitor each stage of the process. Gorontalo Province's Regional Civil Service Agency (BKD) Electronic Promotion System is an important innovation for the increase efficiency and transparency of PNS application promotion called with SEISPEK Application (App) launching by Regional Civil Service Agency (BKD) Gorontalo Province. According to Circular Regional Secretary of Gorontalo province number 800/BKD/XII/2021, Civil servant Promotion Application is carried out by SISPEK. As one of the applications, the process that was time-consuming and collecting physical documents also The new movement with this application allows to be done online which can reduce the potential for error, acceleration of promotion proposal handling One of the priority areas for BKD is optimizing SISPEK use so that all civil servants can enjoy the convenience and benefits the technology provides (Siregar 2021) This finding, coupled with the supporting evidences in technical support from leaders also in accordance with theory of social support which says that superior's support will enhance an employee enthusiasm in carrying out a new technology.

3. Hardware and software

These findings regarding SISPEK users, especially those in the 3T era (time, technology, and cost) are supported by statements from leaders performing promotion application process leadership becomes an assurance that increase confidence of civil servants using the application their participation increases. The results of this study indicate that the main barriers to SISPEK implementation is also limited internet access, especially the 3T areas. Investigating (Onsardi, Firmansyah, and Rahayu 2019) shows If Good Digital Infrastructure helps enhancing connectivity and accessibility to public services. One of the challenges to be resolved for the SISPEK application able be used as pragmatic by all employee especially in frontier/rural area is having a reliable and even internet access, as claimed by Dian Ambarisiwi, Slamet Riyono, and Rahmat Purwanto (2023) about these 3T areas(Rahmat Hakim 2014). Partnership of BKD with internet service providers to overcome these hurdles. This is a step of positive development, where it can harvest benefits so that the SISPEK application is used optimally in the proposal of promotion of civil servants in Gorontalo Province. Besides simplifying the administrative processing, this also aids the government's

goal to materialize public service digitalization. The right backing from many sides can make SISPEK a model of the success of technology in improving civil service services quality in Indonesia.

Conclusion

Drawing from previous discussion that have been discussed, it can be summarized that the SISPEK application efficiency in use on some level must take some important steps for optimization on action by Governance Experts in the Gorontalo Provincial Government. As a First, socialization to even wider extent possible both online and offline, is very critical for all Civil Servants (PNS) going to use application That ways optimally. Secondly, human resources (HR) that understand and able in terms of Information Technology (IT) is the secret to SISPEK Management Success. This should be complemented by continuous HR training on each Regional Apparatus Organization that use the Regional App. Next is that the SISPEK application should be adjusted according to the current ASN promotions law, so that each decision of change policy can be integrated with existing features. Important thing in this updating process despite coordination is still holding up but have to work together with application and related policies. Finally, the use of SISPEK in recruitment for civil servant promotion proposal is still not optimized and nestable Improved. The research outcome gives some recommendations that can be taken on board. given First, Gorontalo Province need to intensify the spread of Regional Civil Service Agency (BKD). so the existence Application can be used more effectively in civil servant promotion and improve the process rate of appointment also being more optimized. Second, it is required to involve IT competent human resources at personnel management and SISPEK admin areas so that administration workflow can be performed smoothly. Next, necessary for compliance to the changes in legislation of promotions, adjustments the SISPEK application has features and infrastructure network infrastructure must be improved to facilitate this application. Lastly, it is anticipated that the BKD will refine even more the service of SISPEK for the submission of civil servant promotions so that system can take the responsibility.

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