Transformation of State Civil Apparatus Learning Task Administration Services through the J-SiLAKON Application

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Abstrak

Kemunculannya pandemi Covid-19 serta perkembangan teknologi era 4.0 telah menuntut pemerintah untuk mentransformasikan layanan administrasi publik secara digital sehingga BKPSDM Kabupaten Jember meluncurkan aplikasi berbasis web yaitu J-SiLAKON (Jember Sistem Layanan Kepegawaian Online) untuk tugas belajar guna meningkatkan efektivitas, efisiensi dalam memberikan pelayanan untuk menciptakan pemerintahan yang baik. Tujuan penelitian untuk mengeksplorasi efektivitas setelah adanya transformasi layanan administrasi tugas belajar ASN melalui aplikasi J-SiLAKON di Dinas Pendidikan Jember. Penelitian menggunakan metode penelitian kualitatif, data penelitian ini diperoleh melalui pendekatan studi kasus. Subyek penelitian menggunakan teknik purposif dengan wawancara semi-terstruktur, observasi pasif serta dokumentasi primer dan sekunder. Analisis data menggunakan kondensasi data, penyajian data dan penarikan kesimpulan. Pengujian validitas data dengan teknik triangulasi sumber dan teknik. Informan yang dijadikan subyek penelitian adalah operator aplikasi J-SiLAKON untuk tugas belajar dan salah satu pegawai staf bidang Guru dan Tenaga Kependidikan, data evaluasi didapat dengan menggunakan kuisioner tentang efektivitas evaluasi menggunakan skala likert. Hasil penelitian menunjukkan bahwa hasil skor penilaian efektivitas layanan sistem J-SiLAKON menunjukkan bahwa tingkat kemudahan penggunaan memperoleh skor rata-rata 4.0, sementara kegunaan yang dirasakan pengguna mendapatkan skor rata-rata 4.5. Oleh karena itu, aplikasi ini dianggap cukup efektif dan bermanfaat oleh para pengguna.
Kata kunci*— Transformasi Layanan Administrasi, Tugas Belajar ASN, Aplikasi J-SiLAKON*

Abstract

The emergence of the Covid-19 pandemic and the progress of Industry 4.0. The developments encourage the government to digitize public administration services. The Jember Regency Personnel and Human Resources Development Agency (BKSDM) therefore launched a web-based application named J-SiLAKON (Jember Online Personnel Services System) for study assignments to increase effectiveness and efficiency in providing services, and to encourage good governance. This research examines the effectiveness of the transformation of ASN learning task administration services through J-SiLAKON at the Jember Regency Education Office. By using a qualitative case study approach, data were collected through semi-structured interviews, passive observation, and primary documentation involving J-SiLAKON operators and staff from the Teachers and Education Personnel Division, evaluation data was obtained using a questionnaire about the effectiveness of the evaluation using a Likert scale. The analysis of data involved condensation, presentation, and conclusion drawing, with triangulation to ensure data validity. The result of the J-SiLAKON system service effectiveness assessment score shows that the ease of use level obtained an average score of 4.0, while the usefulness perceived by users received an average score of 4.5. Therefore, this application is considered quite effective and useful by users.

1. INTRODUCTION

The changes in the transition of public administration services have changed from manual to digital which has been determined by the government in implementing digital-based public services by utilizing technology and information to provide convenience in public services [1]. Study assignments are crucial for state officials to improve their performance and continue their studies. Since 2021, personnel administration services for these assignments have been transformed into digital due to the COVID-19 pandemic. The government is now required to adapt its services to changing situations and conditions, ensuring better performance and efficiency in the civil apparatus [2]. It is also because in era 4.0 digital development is very rapid which demands technological innovation to facilitate public services and create an effective and efficient bureaucracy for the realization of good governance [3]. The implementation of public services provides benefits for the general public and internal public service providers to reduce working hours by 50% and overtime by 50% and increase productivity by 60% in the workplace [4]. Technology implementation enhances information accessibility and transparency for State Civil Apparatus employees, reflecting the global trend for governments and organizations to adopt technology in public administration services [5]. The transformation of personnel administration services using applications has a positive impact on government and society and increases the effectiveness of public administration services.

Rachel Silock defines e-government as the use of technology to increase access and delivery of government services that benefit all parties [7] ; [8]. In the theory of technology acceptance developed by Freed Davis in 1986 in the context of the transformation of personnel administration services for State Civil Apparatus (ASN) study assignments through an application are crucial because it can understand how the perceived benefits and perceived ease of use of the application are felt by ASN [9]. According to research by Hermawan et. al., the Cirebon City Regional Government's adoption of its Government Management Administration System (SAMPEAN) has greatly improved the effectiveness and efficiency of staffing services following the digital transformation [5]. The implementation of e-government is also effective from the research of Theresya et al, through the MySAPK (My Personnel Service Application System) application developed by BKN which is characterized by ease of use [10]. Specifically for retired civil personnel, Bojonegoro's administrative services have undergone a digital transformation thanks to the SIMANTAP program. The application has achieved the goals of enhancing employee pension services and has shown to be efficient in terms of resources [11].

The transformation of digital services in public administration is a must for all governments, both central and local, because of the speed and sophistication of technology by the rapid development of technology that makes changes in everyday life [12]. The use of technology systems in administrative services can increase the effectiveness of employees in carrying out their duties by having a positive impact on improving the quality of human resources [13]. Human resources are very important because they achieve goals [14]. So the process of ASN study assignment administration services before the transformation of digital services was carried out manually by requiring a long time because data verification was still manual and document files were also difficult to find again due to the large number of applications for study assignments for the ASN. With the increasing number of ASNs each year and the number of Jember Regency teacher data in 2023 as many as 20,861 [15], the workload for personnel administration is increasing as well, so an automated system is needed to speed up the process, and reduce employee burden.

Since 2021, the Jember Education Office has been digitizing personnel administration services for study assignments, following the Jember Regent Circular Letter dated October 21, 2121, which prohibits remote classes and regulates the grant of study permits and assignments for civil servants in the Jember Regency. Since Thursday, March 17, 2022, the Jember Regency

Personnel and Human Resources Development Agency (BKPSDM) has officially launched the J-SiLAKON application (Jember Online Personnel Administration Service System) to facilitate administrative services for the Jember Regency State Civil Apparatus (ASN) without having to come directly to the BKPSDM office. The J-SiLAKON application system makes it easier to manage employees by enabling online login, study assignment services selection, and file uploading. It saves time and reduces office visits by digitally storing uploaded files for improved administration and preservation. For CPNS, government employees' promotions, retirement, KARIS/KARSU, study assignments, and leave permits, the system offers administrative services. Using data analysis, observation, and interviewing methods, a study assesses the application's value in learning task services at the Jember Regency Education Office. The evaluation's goal is to demonstrate how well the system has improved document delivery and study assignment services.

Assessment of the effectiveness of system services is carried out through a questionnaire to measure the ease and usefulness of J-SiLAKON services, using a Likert scale as a measuring tool. Through this Likert scale evaluation, measuring the effectiveness of system services can provide a clear picture of the level of ease and usability experienced by users. It is also by the hadith narrated by Imam Bukhari and Imam Muslim from Abu Hurairah that if it is related to public services in the field of personnel administration, the government provides easy access to the bureaucracy for providing or offering public services. The implementation of this digital-based government supports bureaucratic reform [16]. J-SiLAKON, a web-based program, was created by BKPSDM Jember Regency to simplify the management of ASN study assignments. The program intends to expedite the digital document management and archiving procedure, hence simplifying the study assignment letter submission process for federal officials. The purpose of the study was to evaluate how well the J-SiLAKON application performed in terms of boosting productivity and efficacy when it came to providing personnel administration services for ASN study assignments in the Jember Regency.

2. METHODS

This research uses a qualitative approach method, which is research that aims to gain an understanding of the phenomena experienced by research subjects such as behavior, perceptions, motivations, and actions as a whole, this research is presented in the form of descriptions of words and language in a specific natural context and uses various natural methods [17]. The research type used is a case study [18]. The research location is at the Jember Regency Education Office which is located at Jl. DR. Soebandi No. 29, Kreongan Atas, Jember lor, Patrang District, Jember Regency, East Java 68118, which is a government agency responsible for managing the education sector in the Jember Regency area, East Java. In determining the research subject using the purposive technique, namely sampling based on the researcher's judgment about who qualifies to be sampled [19]. This research was conducted through 3 stages of research, namely pre-research in the form of determining the subject and object of research, and research methods. Furthermore, the research stage is in the form of extracting data with interview techniques through questionnaires, observation, and documentation for 1 month. The last, stage, is in the form of data analysis, data validation, and reporting.

The informant who was used as the research subject was the J-SiLAKON application operator for learning assignments and one of the GTK (Teachers and Education Personnel) staff employees. Data collection through interview techniques is an activity of extracting information from qualified sources or informants who are considered experts. Data collection techniques using researchers visiting the Education Office to ask interview questions will be given, namely semi-structured interviews with informants who have been advised by the institution. Evaluation data is obtained using a questionnaire about the effectiveness of the evaluation using a Likert scale. In-depth passive observation technique by observing the process of personnel administration services for learning tasks using the J-SiLAKON application and primary

documentation techniques related to research in the form of data results and related documents [20].

Data analysis adopts the model of Miles, Huberman, and Saldana, namely data condensation, selecting, simplifying data, and discarding unnecessary data. After conducting interviews and obtaining written data in the Jember Regency Education Office, the results of interviews with informants were selected which were most relevant according to the focus of the research needed by the researcher, and selected the necessary data and discarded unnecessary data.
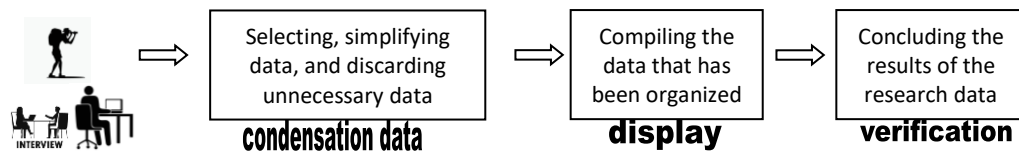

Figure 1. Miles, Huberman, Saldana's Analsys (2014)

Then presenting the data, namely compiling the data that has been organized, after collecting data related to the transformation of ASN study assignment administration services through the J-SiLAKON application, the next step is to group the results of interview data, observation, and documentation presented and discussed in detail. The final step is concluding the results of the research data that has been obtained during the research [21]. In this step, the researcher draws conclusions based on the findings and data that have been collected during the research process. Then the validity of the research data is carried out to obtain valid data through source triangulation, namely by collecting several different data sources from informants who have been selected to obtain the same information and triangulation techniques in research using interviews, observation, and documentation related to the research focus [22].

3. RESULTS AND DISCUSSION

Result
Perception of Ease of Use of the J-SiLAKON Application in Administrative Services for Study Assignments

The results of the J-SiLAKON system service effectiveness assessment questionnaire score with two informants, using a Likert scale (1= Strongly Disagree, 2= Disagree, 3= Neutral, 4= Agree, 5= Strongly Agree) are as follows: Easy to learn, average score is 4.5 (informant 1:4, informant 2:5), indicating that the application is very easy to learn. The controllable, average score of 3.5 (informant 1:3, informant 2:4), indicating the app is fairly easy to control. Clear and understandable, average score of 4.5 (informant 1:5, informant 2:4), indicating the app is clear and easy to understand. The flexible, average score of 3.5 (informant 1:4, informant 2:3), indicates the app is quite flexible. Easy to become proficient, average score 4.0 (both informants: 4), indicating the app is easy to become proficient with. Easy to use, average score of 4.5, (informant 1:5, informant 2:4), indicating the app is easy to use.

The perceived ease of use of a system involves important elements that affect the user as a whole. In the element of easy to learn, according to one of the informants of the J-SiLAKON application operator for study assignments from the results of interviews and observations, it is easy to learn the J-SiLAKON application for new users understanding the basics of its use quickly without the need for lengthy training. The user interface has been designed intuitively and user-friendly, and elements of the features are familiar and easy to understand. In addition, the documentation is digitized and clear, the user tutorial is very informative, and the user guide is easily accessible, which is very helpful in accelerating the learning process results and discussion should be presented in the same part, clearly and briefly. The discussion part should contain the benefit of the research result, not the repeat result part. The research results could be supplemented with tables, figures, or graphs (separate writing terms) to clarify the discussion. Avoid presenting similar data in a separate table. The analysis should answer the gap stated.

The qualitative data, e.g. interview results, is discussed in paragraphs. The references contained in the introduction should not be re-written in the discussion. A comparison to the previous studies should be presented.

Figure 2. J-SiLAKON App Dashboard

Users can control and run the J-SiLAKON application according to their requirements because it is a controlled system. Through its responsive menu, users may easily find and fix submission process issues. In addition, users can repeat and undo tasks within the application, and user-customizable settings are available. People with information technology passwords will find it straightforward to use because the information is transparent. The application's simple interface and helpful warnings regarding flaws or faults assist users in understanding and fixing them. The J-SiLAKON application is utilized more effectively and efficiently by users because of this clarity, which also lessens confusion. According to one informant as an employee in the PK (Learning Task) Division, a measure of how flexible the use of the J-SiLAKON application is can be said to be around 90-100% because it is very easy and flexible in use. The flexibility of a system allows users to customize the user experience according to their preferences and needs in applying for employee study assignments.
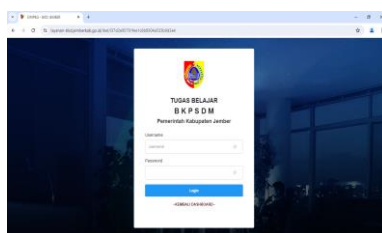

Figure 3. Login View of J-SiLAKON Application for Study Assignments

This J-SiLAKON application provides a variety of ways to complete tasks, supports a variety of inputs and outputs, and is designed to work with other software, hardware, or systems without the need for modification. The application J-SiLAKON makes it easy for users to become proficient (easy to become skillful) which provides a clear flow for users to improve their skills, including available learning materials for using J-SiLAKON such as BIMTEK, webinar tutorials, and usage documentation provided by BKPSDM Jember Regency. The ease of use of an application system can be seen from users easily using or accessing an application. J-SiLAKON has an interface design and functions that are very consistent, responsive, clear, and organized toward user input in submitting files for employee study assignments, minimal technical problems will occur that can interfere with employee workflows. In the user experience, the J-SiLAKON application has a positive impact reduces frustration or workload, and increases user satisfaction with the J-SiLAKON application.

Figure 4. Display of J-SiLAKON Application Features for Study Assignments

Figure 5. Features of the J-SiLAKON Application

It can be concluded that the ease of use of this J-SiLAKON application is an application that is easy to learn and use by users without in-depth training, has an intuitive and user-friendly application interface, clear digital documentation, and easy-to-understand instructions. This application is very flexible, responsive, and organized so that it allows users to adjust to their preferences, improve user skills, minimize file submission errors for employee study assignments and user frustration with their workload, and provide a positive experience to increase the effectiveness of the J-SiLAKON application for users in carrying out personnel administration services for study assignments at the Jember Regency Education Office.

Perception of Usefulness of the J-SiLAKON Application in Administrative Services for Study Assignments

The result of the J-SiLAKON system service effectiveness assessment questionnaire score with two informants, using a Likert scale (1= Strongly Disagree, 2= Disagree, 3= Neutral, 4= Agree, 5= Strongly Agree) are as follows: speeds up work, the average score of 4.5 indicates that both informants felt the app greatly speeds up their work. Improves performance, the average score of 4.5 indicates that both informants agree that this app helps improve their performance. Increase productivity, the average score of 4.0 indicates that both informants felt this app improved their productivity. Effectiveness, the average score of 5.0 indicates that both informants rated this app as very effective in assisting with their tasks. Easier work, the average score of 4.0 indicates that both informants found the app easy to do their work. Beneficial, the average score of 5.0 indicates that both informants found the app very useful.

The most efficient option for administrative services related to employee study assignments is the J-SiLAKON program. Facilitating online access to essential papers and information expedites work by decreasing the need for manual searches. Users can upload files in a scanned format and expedite the submission process by using the application. As a result, educational tasks are managed more effectively and performance is enhanced. By automating processes and allowing emphasis on strategic objectives, the application also helps users finish jobs on time, decreases errors, and boosts employee productivity. When everything is considered, J-SiLAKON provides a more effective and efficient option for administrative work.

The J-SiLAKON application can increase the effectiveness of employee work because it provides the tools and resources needed in applying for a study assignment letter can be done effectively and efficiently, provides up-to-date information regarding information on the completeness of the required files for study assignments by the regulations set by the BKPSDM

so that users need to complete all the requirements that have been displayed in the J-SiLAKON application so that it can assist in making better and faster decisions to be conveyed to those who apply for a study assignment letter through online or offline when they want to submit a letter for study assignments. According to one informant, all work for applying for this study assignment using the J-SiLAKON application can make work easier (make the job easier) employees all the information needed is available in J-SiLAKON so that it can minimize confusion in the process of applying for study assignments, work is also done with less effort and stress and submission can also be done according to the schedule and needs of employees. The submission of study assignment letters is also by the SOP (Standard Operating Procedure) which estimates the time required is also more efficient.

The evaluation result of the J-SiLAKON system shows several advantages as well as challenges faced by users in its utilization. Some significant evaluation results include time efficiency, namely the process of submitting study assignment files is accelerated from months to weeks, even for file submission, it only takes a few minutes. Digital document archiving facilitates file management and reduces the risk of losing documents. The J-SiLAKON application can be accessed from anywhere, making it easier to submit study assignment files for employees who are not in the office. Some challenges experienced by employees include difficulties in filling out forms and uploading files. The problem of unstable internet access in some areas is an obstacle. Stricter supervision and data validation are needed to ensure the accuracy of the uploaded data. Some comparisons with other systems are that before J-SiLAKON, the submission process was manual which took time and risked losing files. The J-SiLAKON application is recognized as the best personnel administration system in Jember Regency, winning the main reward in the BKN Award 2023, this system has proven to be more efficient and effective compared to another existing system.

Figure 6. Standard Operating Procedure for Study Assignment Letter

Overall, the use of the J-SiLAKON application in personnel administration services for study assignments at the Jember Education Office provides very many benefits for employees in doing their work by providing the best service to customers so that they become more satisfied. The benefits that can be felt by employees in providing services while using this J-SiLAKON application can improve performance, increase productivity, and satisfaction with all the work that has been completed so that it has a very positive impact on the Jember Regency Education Office in providing services to ASNs in applying for study assignments. So, it can be concluded that the usefulness or usefulness of using the J-SiLAKON application in personnel administration services for study assignments at the Jember Regency Education Office provides significant benefits in speeding up administrative work, improving employee performance and productivity minimizing errors, and freeing up manual work. This application supports fast and precise decision-making, increases employee satisfaction, and has a positive impact on the Jember Regency Education Office in providing public services.

Discussion
The digital transformation of public administration has changed people's expectations of the government's ability to provide high-quality and real-time digital services to improve public

services more effectively and efficiently and achieve goals of increasing transparency and user satisfaction [23]. The emergence of the COVID-19 pandemic has made major changes in government services more effective with the digital transformation of government [24]. The application of blockchain technology in Singapore is effectively applied in the public administration sector [25]. The application of an application has also proven to be very helpful and has a positive impact on an organization with the effectiveness of its successful application [26].

Table 1. Comparison with Other Apps

Application	Location	Purpose	Effectiveness and Features	Complaint and Score
J-SiLAKON	Jember	Improve administrative services	Web-based, needs to provide mobile-based services	Not available
SIMANTAP	Bojonegoro	Improve the quality of employee pension services	Adequated resources, funds, facilities, infrastructure, number and quality of services, time limits, and service procedures	Not available
SAMPEAN	Cirebon City	Increase the effectiveness and efficiency of staffing services	Web-based, effectiveness improved with mobile-based service	Score 3:9 with 144 reviewers
MyASN BKN	National (Indonesia)	Simplify personnel service processes	Ease of use, developed from MySAPK	Score 4:3 with 16.5 thousand reviewers

If we compare with the same application Digital transformation of administrative services has also been implemented in Bojonegoro through the SIMANTAP application (Integrated Information and Management System for Personnel) in the process of retiring civil servants in Bojonegoro with the results of the effectiveness of using the SIMANTAP application seen from resources, funds, facilities and infrastructure, the number and quality of services, time limits and service procedures carried out are adequate and have achieved the objectives in the application program process, namely to improve the quality of employee pension services. SIMANTAP and J-SiLAKON have the same type as web-based but two better applications to be able to provide mobile-based that is like the Cirebon City Regional Government increased the effectiveness and efficiency of staffing services after implementing the Government Management Administration System (SAMPEAN). The transformation of digital administration has given good progress but there were several complaints about this application in Google Play which has a 3,9 score and has 144 reviewers. The implementation of e-government is also effective from the research of Theresya et al, through the MySAPK (My Personnel Service Application System) application developed that changed the name to MyASN BKN by BKN which is characterized by ease of use. My ASNBKN scored 4,3 with 16,5 thousand reviewers.

The digital transformation that shows success and that also applies in the country of Zimbabwe, one of the implementations of its development, namely in the banking sector, is the right solution in helping bank management and contact centers manage relationships between customers [27]. The successful digital transformation of public administration services has been achieved in Krasnoyarsk Krai, which shows the effectiveness of the implementation of regional projects in the digital economy [28]. Digital technologies in public administration in Italian

hospitals are also effectively used in providing services [29]. The use of AI technology in government has a positive effect so increasing understanding and perception of new technology can foster a culture of innovation that encourages sustainable digital transformation [30]. Digital transformation has an impact on localization and the achievement of sustainable development goals that can be improved using technology to create an effective government [31]. The implementation of public administration by approaching digital transformation has an impact on changes in public governance [32]. The emergence of digital transformation in government and public services is a new concept from the perspective of public administration [33]. Digital transformation has the potential to accelerate government competitiveness at the global level by improving the efficiency and effectiveness of government services [34].

The ease of use of the J-SiLAKON application in administrative services for employee study assignments refers to the extent to which users can believe that using the application system can feel free from effort [9]. In the results of Davis' research, it is stated that the perceived ease of use of a technology system can be accepted by explaining why users use the application. Perceived ease of use of technology is important to measure because users tend to accept and use applications that they find easy to use, allowing users to complete tasks quickly and efficiently to increase productivity and performance, and users get satisfaction in using these applications. The TAM (Technology Acceptance Model) theory developed by Davis 1989 states that there are two factors, namely perceived ease of use and perceived usefulness, which greatly influence the acceptance of technology by users, adopting these two variables as factors used to measure the effectiveness of the J-SiLAKON application in personnel administration services for the study assignments of civil servants. In the research results it is said that the effectiveness of using the J-SiLAON application for employee study assignment services is easy to use, they are easy to adopt and provide benefits.

Acceptance of technology is also explained in the Unified Theory of Acceptance and Use of Technology (UTAUT) theory developed by [35], based on many ideas of technological acceptance, the J-SiLAKON application works well in personnel administration services, especially for study assignments. The application's ease of use has a beneficial effect on high satisfaction ratings. The Jember Education Office's personnel administration services for ASN study assignments are more effective now that employee study assignment letter files are sent digitally rather than manually. Solutions to improve public services in Russia during digital transformation using the ECM (enterprise content management) software platform that the implementation of electronic government can be said to be quite effective to implement [36]. Digital implementation in e-government-based public services using an application called SP4N-LAPOR which is used for complaint reports states that improving service quality with ease of use by 78.25% with available features useful for protecting user information thereby increasing the effectiveness of public administration services [37]. The online population management service information system (SILAO) was established by the Situbondo Regency Population and Civil Registration Office during the COVID-19 pandemic to enhance service delivery, emphasizing the significance of reliable internet power [38].

Personnel administration services at the Jember Education Office after implementing digital transformation using the J-SiLAKON application for ASN study assignments have increased service effectiveness due to the ease of use and benefits felt by employees. The positive impacts felt after implementing e-government are fast processing and response times, data accuracy, improved service quality, service speed, and data transparency [39]. The application of digital technology in public administration services has improved the personal performance of employees in carrying out administrative tasks thereby increasing efficiency, as well as accountability in the implementation of government functions [40], as well as a problem-solving tool for the public/state civil apparatus in saving costs and energy in public spending [41]. The ease of use and usability of the application is very easy and flexible, providing convenience in making the right and fast decisions [42]. So, the implementation of digital technology in personnel administration services for ASN study assignments using the J-SiLAKON application simplifies operations and improves the quality of services provided to

employees so that the level of effectiveness of digital transformation at the Education Office increases.

4. CONCLUSION

The ability of the J-SiLAKON application to improve the effectiveness and efficiency of learning task administration services is evident from the questionnaire assessment using a Likert scale. Two informants rated the application as very easy to learn (average score of 4.5) and master (average score of 4.0) without requiring lengthy training, and easy to use (average score of 4.5). This shows that J-SiLAKON has an intuitive interface and is supported by clear documentation and tutorials. In terms of benefits, J-SiLAKON performed exceptionally by speeding up work and improving performance (average score of 4.5) and overall effectiveness (perfect score of 5.0). This app is significant in speeding up administrative processes, reducing errors, and increasing user productivity and job satisfaction. With its ability to access and manage documents digitally, J-SiLAKON also helps reduce the risk of losing documents and speed up decision-making. Overall, J-SiLAKON proved to be an efficient and effective tool in improving administrative services at the Jember District Education Office, exceeding user's expectations.

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