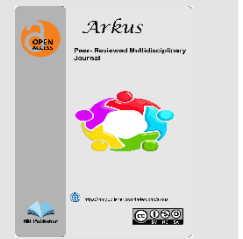




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Administrative Burden in BKD (Regional Civil Service Agency) Central Java Province, Indonesia

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ARTICLE INFO

Keywords:

Performance
Quality of administrative services
State civil apparatus

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All authors have reviewed and approved the final version of the manuscript.

<https://doi.org/10.37275/arkus.v10i1.416>

ABSTRACT

Efforts by the Regional Civil Service Agency (BKD) of Central Java Province aims to improve public services and the operational efficiency of the state civil apparatus. Based on data related to primary and secondary law, legislation and policy, this research uses a qualitative normative juridical approach. This research emphasizes several important points, including improve public service quality and operational efficiency of state civil servants; BKD's efforts to improve services through the placement of employees in accordance with their competencies; implementation of SINAGA to improve personnel administration; and the performance of the Central Java BKD. strategic planning for the future that focuses on the industrial revolution 4.0. This study shows that BKD Central Java is trying to improve service quality by increasing employee competency, providing adequate facilities and infrastructure, and utilizing information technology by introducing the SINAGA application. However, there are several obstacles and difficulties to overcome, such as a lack of adequate human resources and difficulties related to changing regulations. The Central Java Province BKD must continue to develop innovation and technology for personnel administration, strengthen a fair performance evaluation system, and ensure that employee needs are met. With this improvement, it is hoped that personnel services in this field will continue to improve.

1. Introduction

Service quality is one of the actions carried out by the institution but can be felt by the receiving party or the community. In practice, improving the quality of public services is a periodic encouragement to improve the quality and innovation of public services in each government agency periodically based on the needs and expectations that exist in society. In addition to improving the quality of public services, public service delivery is to improve community welfare by utilizing public complaints as a means to improve public services. Implementation improves the quality of public services through performance. Performance issues are, of course, inseparable from results and efficiency because performance or work performance is the result of the quality and quantity of work carried out by an employee in carrying out his/her duties in

accordance with the responsibilities that have been given to him/her. Good employee performance can have a direct impact on the performance of organizational institutions, and improving employee performance is a task that takes time and is an intensive process.

The Ombudsman of the Republic of Indonesia is a state institution that supervises public services based on the authority in the Ombudsman Law of the Republic of Indonesia Number 37 of 2008 and Public Service Law Number 25 of 2009. As stated in Articles 6 and 7 of Law Number 37 of 2008 concerning the Ombudsman of the Republic of Indonesia, the Ombudsman of the Republic of Indonesia, Ombudsman supervises various public services provided by government agencies and state administrators, including BUMN, BUMD, BHMN,

State-Owned Legal Entities, Regional-Owned Legal Entities, Community-Owned Legal Entities, and/or communities that provide certain funded public services part or all of the APBN/APBD. To improve the quality of public services in 2020, we must first assess the current condition of government services. Based on evaluations carried out on provincial governments, more than 33% of provincial governments are in the green area, which indicates a high level of compliance. As many as 50% are in the yellow zone, which indicates moderate obedience, while more than 16% are in the red area, which indicates low discipline. The public's right to obtain timely and open information regarding the flow and methods of licensing and non-licensing services that can be accessed by service users is what is most frequently violated, as is the duty to provide appropriate processes and procedures.¹

Based on local government evaluations, 26.51% are in the red area, which indicates a low level of compliance. With 15,629 services spread across 215 local governments, 40.47% are classified as yellow, while 33.02% are classified as green. The most frequently violated requirements in public services are those related to the freedom enjoyed by teams of disabled people to access and use facilities easily and appropriately, and also the right of those who use the service to review the quality of the service through abstinence instruments to assess or not customers. Central Java Province is one of the provinces that has the most ASN, at least 48,494 ASN. Of this number, the Regional Civil Service Agency of Central Java Province has 147 ASN people as of August 18th, 2023. The Central Java Province BKD seeks to increase the capacity of its ASN human resources by training development according to needs and developing applications for carrying out daily tasks. ASN needs to carry out activities using supporting applications to improve administrative services and reduce administrative problems.² To achieve optimal HR services, strategic steps need to be taken to overcome obstacles and problems by supporting regional HR programs with HR activities through promotions for ASN who have made many contributions, a solution

that is considered appropriate and effective.

2. Methods

The research was carried out using normative juridical methods and qualitative data. Qualitative research is a method for investigating and understanding the meaning of people or groups involved in social humanities issues. The research method used by researchers consists of questions, inductive data analysis, and making interpretations of the meaning of the data. The structure of the final written report is highly customizable. Researchers will present several primary and secondary legal materials that are interrelated with improving the quality of services provided by BKD to civil servants, as well as developments in administrative management from time to time. The research findings presented in this journal article are intended to be used in other research related to the Regional Civil Service Agency.

3. Results and Discussion

Civil Servants (PNS) and government employees are part of the State Civil Apparatus (ASN). ASN has an important role in administering government and is a tool to unite the nation. However, to be able to keep up with the increasingly complex dynamics of societal change, ASN must continue to improve its professionalism. Delegation of authority, especially in the field of public services, has been successfully implemented and managed in the regional civil service system in accordance with the government governance plan. Civil servants are defined in Law No.43 of 1999 as a transition to Law No.8 of 1974 concerning the subject of civil service as every Indonesian citizen who fulfills the specified requirements, is appointed by a government official and is entrusted with duties in a state position or is entrusted with other state duties, and paid based on statutory regulations.

Based on the State Civil Apparatus Law Number 5 of 2014. This law regulates the State Civil Apparatus, its role, and the main objectives, responsibilities, and obligations of employees in their work. Presidential Decree No. 159 of 2000 regulates the Implementation

Guidelines for the Formation of BKD. One of the main responsibilities of BKD is managing personnel services, which includes appointment, transfer, and dismissal of structural positions and operational positions in accordance with standard requirements and protocols established by statutory regulations.³

Increasing the quality and capacity of the Central Java Province BKD apparatus is very important in order to maintain the ability to develop abilities, knowledge, experience, and behavior that are always developing in response to the dynamics of change, especially with the enactment of Law No. 5 of 2014 concerning State Civil Apparatus starting January 2014 and other rules that follow. Some capabilities, especially in the E3 area, deserve attention. The first is empowerment. Providing opportunities for people to improve their skills and abilities and contribute to institutions and society is what is meant by empowerment. Second, education (learning), namely the procedure for developing competence in addition to developing a pleasant work environment. Third, educate, namely encouraging state civil servants to think outside the box. Civil servants are expected to think ahead and be dynamic and creative, thereby producing changes that improve organizational performance.⁴

In improving the quality of service, the thing that can be done by the Regional Civil Service Agency is to place civil servants according to competence, and every civil servant must be placed on his/her abilities and expertise so that he can work optimally in accordance with his field of duties. Meanwhile, there are reasons for the low quality of service administration services related to the lack of employee competence. This is due to a lack of education and training as well as work facilities in the form of information technology, which are sometimes not available.

Furthermore, there are plans that will immediately be implemented by the Regional Civil Service Agency to improve its performance, such as Facilities and Infrastructure. The Regional Civil Service Agency of Central Java Province requires adequate facilities and

infrastructure to improve the standard of service provided to the service user community, which includes equipment, tools, functional service transportation, internet connections, television, visitor furniture, as well as supporting facilities, and other service facilities. to support employees' online work and use the Sinaga application. Sinaga (personnel service information system) is a digital personnel service information system that aims to support the acceleration of civil servant personnel services within the Central Java Provincial Government. Sinaga is used as an ASN presence in Central Java Province. Apart from that, Sinaga is also used to increase the competency and discipline of all ASN in Central Java Province in achieving performance. Sinaga has also been integrated with other applications, including the decision-making management information system (Srimanganti), the study permit and degree management information system (Sigumelar), and the electronic presence information system, which is connected to the Abdi Satya Nagara activity reporting information system (Saestu). The Sinaga application is expected to provide better personnel services.

In managing personnel administration, it needs to be accompanied by supporting technology to support related problems. BKD is currently following the directions of Law No. 5 of 2014 concerning ASN, which requires an information system. In connection with this, the Central Java BKD carried out development using an application called Sinaga. Therefore, a circular was issued regarding the implementation of the Central Java Province government's ASN presence.⁵

The Sinaga application is an application that must be on every ASN cell phone, especially in the BKD environment, for carrying out attendance, promotions, etc. It can be found easily via the Sinaga application. The Central Java BKD plans to develop its administration by creating supporting applications to simplify the performance of the Central Java BKD. The implementation is carried out in collaboration with students who will be doing internships because internships at BKD Central Java are usually filled with

students with computer backgrounds. When the student can create an application, the Central Java BKD will facilitate the student in internship and thesis activities.

The Industrial Revolution 4.0 demands improvements to computerized/digital-based government administration systems; this is the basis for the Central Java Province BKD to continue to strive to produce programs that are able to support performance quickly and efficiently. Therefore, changes to the BKD Strategic Plan are adjustments to state procedures. Due to the impact of the coronavirus outbreak, every program has been diverted to help deal with the coronavirus outbreak in 2020. Furthermore, due to changes in regulations, especially Kemendagri Regulation No. 90 of 2019 concerning categorization, regulations, and terminology for Regional Planning and Development as well as Regional Financial Management Planning Conditions, and followed through adjustments to statutory regulations.⁶

Along with the times, the problems faced by the employment sector are becoming increasingly severe, which is significantly influenced by the rapid progress and development of technology, known as the Industrial Revolution or Industry 4.0, where people's expectations are to increase the standard of facility requirements offered by officials in regional governments. The obstacles and problems faced by BKD in providing services can be overcome optimally over the next few years using the work program outlined in the strategic plan change document. There are efforts to achieve improvements and speed up procedures, thereby helping to implement the management of future civil servants based on achievement.⁷

The development of the strategic plan experienced several obstacles, resulting in it not being implemented. One other inhibiting factor is the human resources factor, which is considered lacking; this requires monitoring and identifying the development of existing employee competencies. In the current industrial era 4.0, we are required to be able to balance and make breakthroughs in the development of

digitalization in the service and administration sectors. Therefore, it is very important to consider and develop evaluation standards for employing those employed in structural positions that are part of the recruitment procedure, namely in accordance with the requirements established by law that are still relevant, for example, job specifications, knowledge, and achievements, skills work, training, experience, and age factors.⁸

The BKD policy approach requires evaluation in order to realize strategic objectives. This stage is used to directly check and track the results of policy implementation. These procedures have been implemented well by the Regional Personnel Agency. Assessments are often carried out by entering information about each worker or all divisions under their authority, which is then analyzed by the Regional Personnel Agency so that you get the benefit of having a SWOT analysis of the policy.

4. Conclusion

The conclusions of this study are as follows: 1) Increasing efficiency and effectiveness in BKD functionaries is very important in order to maintain the ability to increase professionalism and skills aimed at better performance. There are several competencies that need attention, most of which are in the E3 aspect, namely empowerment, learning, and finally, education. Furthermore, there are things that can be done to improve the quality of services carried out by the Central Java Province BKD, namely by placing appropriate civil servants incompetence. Every civil servant must be placed on his/her abilities and expertise so that he can work optimally in accordance with his/her field of duties. Apart from that, the use of the Sinaga application can help improve the performance of civil servants. Sinaga is able to improve the competency, professionalism, and integrity of all ASN. 2) The importance of using technology in personnel administration at the Central Java Province Regional Personnel Agency to increase effectiveness and openness in managing employees and responding to challenges in the industrial era 4.0. Public demands

for improving the quality of public services by utilizing technological advances. There is a need to adjust strategies to developments in technology and regulations, considering that the plans that were formed in 2018-2023 were hampered by the COVID-19 pandemic that hit Indonesia, so it is necessary to adjust strategies and plans to developments in technology and regulations so that they are in line with what is expected.

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