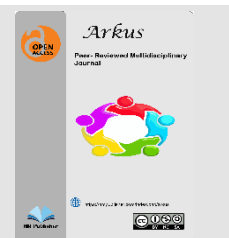




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## Administrative Burden at the Information and Communication Technology Development Center (BPTIK) of the Culture and Education Service (Dikbud) of Central Java Province, Indonesia

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### ABSTRACT

This article discusses the administrative burden at the Information and Communication Technology Development Center (BPTIK) of the Culture and Education Service (Dikbud) of Central Java Province. BPTIK has broad responsibilities in the development and use of information and communication technology (ICT) in the education sector. The main focus of the article is the dynamics of administration at BPTIK Dikbud Central Java Province, with an emphasis on the challenges, management, and potential for improving the administrative framework in the ICT domain. The aim of this research is to examine, confirm and understand aspects related to the administrative burden faced by BPTIK Dikbud Central Java Province. This article provides highlights on duties, authority, and obstacles in their implementation. Through a normative juridical approach and qualitative data collection, this research includes analysis of organizational characteristics, number of personnel, organizational structure, and ongoing administrative procedures. The research results identified several solutions and steps to increase productivity and optimize the management of administrative burdens at BPTIK Dikbud Central Java Province. These suggestions involve the use of technology, implementation of clear standards and procedures, training and coaching employee performance, as well as regular evaluation and supervision. In evaluating the impact of administrative burden, this article notes both positive and negative impacts. Utilization of ICT as a tool in administration can increase efficiency, quality and collaboration. However, high administrative burdens can also cause stress and hinder ICT development and innovation in institutions. Thus, the author recommends good management, adoption of appropriate technology, implementation of standards, employee training, and strong collaboration with related parties as strategic steps to manage the administrative burden at BPTIK Dikbud Central Java Province.

### 1. Introduction

The Information and Communication Technology Development Center (BPTIK) is an institution committed to the progress and increase in the use of information and communication technology (ICT) in various fields, with special emphasis on the field of education. BPTIK's responsibilities are the development, administration, and implementation of pioneering initiatives aimed at using technology to improve the standards and effectiveness of

educational practice. BPTIK's primary responsibilities include the development of related training programs aimed at increasing the proficiency of teaching staff, instructors, administrative personnel, and other stakeholders in effectively utilizing technology for educational and school administrative purposes. In addition, BPTIK offers consulting and technical assistance to educational institutions to facilitate the implementation of information systems, improve technological infrastructure, and overcome difficulties

associated with the integration of technology in the education sector. BPTIK's authority includes managing strategic programs, formulating policies related to information and communication technology in the education sector, as well as establishing collaborative partnerships with other institutions to expand the use of technology to improve the quality of learning. BPTIK, as an institution that focuses primarily on the development of information and communication technology (ICT), has a major task in ensuring the effective and targeted use of technology to support educational progress in its region.<sup>1-3</sup>

In this article, we discuss the administrative burden at the Information and Communication Technology Development Center (BPTIK) of the Culture and Education Service (Dikbud) of Central Java Province, which is relevant in the context of improving institutional performance in terms of efficiency and effectiveness. The study of administrative dynamics at BPTIK Dikbud Central Java Province highlights important aspects in understanding the challenges, management, and potential for improving the administrative framework of public institutions in the information and communication technology domain, with special emphasis on the education sector. The importance of administrative costs in the functioning of BPTIK Dikbud Central Java Province cannot be denied because they have a large impact on the overall performance of the institution. The aim of this research is to examine, confirm, and understand several aspects related to the administrative burden faced by BPTIK Dikbud Central Java Province. In this particular environment, several characteristics, including the number of personnel, organizational structure, assigned tasks and obligations, and ongoing administrative procedures, play an important role in assessing the operational effectiveness and efficiency of the institution.<sup>4-6</sup>

## **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 BPTIK 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**

### **Duties and authorities of BPTIK Dikbud Central Java Province**

The Information and Communication Technology Training and Development Center (BPPTIK) is a technical implementation unit (UPT) within the Human Resources Research and Development Agency (Balitbang SDM) of the Ministry of Communication and Informatics (Kominfo) of the Republic of Indonesia, which has the task of carrying out vocational training), competency tests and certification, as well as product and service services in the field of Information and Communication Technology expertise. BPPTIK has achieved a reputation as a leading training center in the field of Information and Communication Technology. Within BPPTIK, there is a team of experienced teachers who are experts in their fields, as well as modern facilities that support interactive and practical learning. Facing continuous changes in the world of ICT, BPPTIK continues to strive to strengthen its role as a trustworthy partner for individuals, companies, and organizations who wish to improve their ICT knowledge and skills. BPPTIK's dedication to providing excellent service in the field of ICT training is reflected in the Decree of the Head of BPPTIK No. 12 of 2022 concerning the determination of BPPTIK information and communication technology-based training service standards.<sup>7,8</sup>

BPPTIK has duties and functions based on the Minister of Communication and Informatics Regulation Number 4 of 2018 concerning the organization and work procedures of the technical implementation unit of the Information and Communication Technology Training and Development Center. The tasks of BPTIK are to carry out training, competency testing, certification, and accreditation of government training institutions, as well as product services in the field of information and communication technology. Job training has a crucial function for both employees and companies. First, training improves employee skills according to the demands of their work. Second, it contributes to increased productivity by making employees more skilled, improving efficiency, and increasing work output. Apart from that, training also focuses on developing employee work ethic, attitude, and discipline. Other functions include preparing employees for promotions by improving qualifications according to company standards, as well as reducing errors and operational problems by improving employees' critical thinking abilities. Thus, job training makes a significant contribution to improving the quality of the workforce and company productivity.<sup>8</sup>

BPPTIK, in carrying out its duties, has several main functions. First, BPPTIK is responsible for preparing plans, programs, budgets, and cooperation, as well as carrying out marketing, data and information processing, evaluation, supervision, and quality assurance. This function includes training, competency testing, certification and accreditation of government training institutions, as well as providing information and communication technology products and services. Apart from that, BPPTIK is also involved in the preparation and implementation of product services in the field of information and communication technology. Other functions involve the preparation and development of curriculum materials, standards, systems, and methods, planning teaching staff, and assessors, implementing job training, competency tests, and community certification in the field of

information and communication technology. BPPTIK also participates in the preparation of curriculum materials, standards, systems, methods, planning of teaching staff assessors, implementation of technical training, competency tests, and certification of apparatus, as well as accreditation of technical training institutions in the field of information and communication technology. Lastly, BPPTIK carries out administrative, personnel, financial, equipment and household, documentation, and library matters. These functions reflect BPPTIK's broad role in supporting the development and strengthening of the field of information and communication technology.<sup>9,10</sup>

#### **Solutions and steps that can increase productivity and optimize the management of administrative burdens at BPTIK Dikbud Central Java Province**

Administrative burdens are all forms of work related to managing data, information, documents, and communications within an organization. Administrative expenses can affect work productivity, namely, the ability to produce quality output in an efficient time. Therefore, it is important to increase productivity and optimize the management of administrative burdens at BPTIK Dikbud Central Java Province.<sup>10</sup>

BPTIK Dikbud Central Java Province is an institution engaged in the development of information and communication technology (ICT) in the world of education. BPTIK Dikbud Central Java Province has duties and functions, including carrying out the development and empowerment of human resources (HR) in the ICT sector involving the implementation of employee training and development programs that include an in-depth understanding of the latest technology, the necessary technical skills, and mastery of concepts innovative in the world of ICT. HR empowerment also involves increasing individual capacity in dealing with technological changes and organizational needs. Carrying out the development and use of ICT in the learning, research, and community service processes involves comprehensive integration of technology in the learning curriculum,

carrying out research supported by advanced technology, and using ICT to support community service initiatives. Utilization of technology in this context can include the use of online learning platforms, research information systems, and ICT applications for community service projects. Carrying out the development and implementation of ICT standards in education includes establishing clear guidelines, procedures, and assessment criteria related to the use of technology in the learning process. Such standards should cover security, privacy, and ethical aspects of ICT use, as well as provide guidance for the effective integration of technology in educational environments. Carrying out the development and management of educational networks and information systems involves implementing reliable network infrastructure, managing information security, and maintaining and updating information systems used in educational activities. This effort aims to ensure the availability, reliability, and security of information systems that support all aspects of educational activities. Carrying out development and collaboration with various related parties in the ICT sector includes initiatives to establish strategic partnerships with industry, other educational institutions, government, and society. This collaboration can involve the exchange of knowledge, resources, and technology to create a dynamic ICT ecosystem and support mutual growth.<sup>11</sup>

To carry out these duties and functions, BPTIK Dikbud Central Java Province must be able to manage quite large administrative burdens, such as Managing data and information about human resources, students, curriculum, facilities, and activities in the ICT sector involving the implementation of an integrated data management system. This includes collecting, storing, and maintaining data about human resources, student development, curriculum structure, and facility conditions, as well as records of activities related to the development of information and communication technology. Implementing good data management practices should also ensure data security, privacy, and readability. Managing

documents such as letters, reports, proposals, and certificates related to activities in the ICT sector involves establishing an efficient document management system. This includes digital storage, systematic indexing, and organizing metadata to facilitate document search and access. This process also includes routine maintenance and backups to maintain document integrity and availability. Managing internal and external communications with various parties, such as the government, universities, schools, work partners, and the community, requires implementing a coordinated communication strategy. This includes the use of multiple communication platforms, including email, social media, and online meetings, to ensure an effective and responsive flow of information. In addition, building and maintaining a strong communication network with external parties can include information exchange, project collaboration, and supporting a shared vision in ICT development.<sup>12</sup>

To increase productivity and optimize the management of administrative burdens at BPTIK Dikbud Central Java Province, here are several solutions and steps that can be taken: In optimizing the administrative process, the use of appropriate technology is the main key. Utilizing data, documents, communication, and task management software can significantly speed up, simplify, and improve the quality of administrative work. Examples of technology applications that can be integrated include Microsoft Office, Google Workspace, Microsoft Teams, Slack, and so on. Apart from that, the adoption of this technology can also result in efficiency in cost expenditure and optimization of resource utilization. Implementing clear and consistent standards and procedures is very important in carrying out any administrative work. This includes the use of established formats, templates, codes, and document archives. Good standards and procedures can help improve the efficiency, accuracy, and orderliness of administrative work while reducing the possibility of errors and chaos. Some examples of standards and procedures that can be adopted include ISO (International

Organization for Standardization), SOP (standard operating procedure), and KPI (key performance indicator). Training and performance coaching are proactive steps to strengthen the abilities of employees responsible for administrative work, such as secretaries, staff, and operators. By providing regular training and coaching, institutions can improve employees' skills, knowledge, and motivation in carrying out their administrative duties. Forms of training that can be carried out include workshops, seminars, mentoring, and coaching. Regular evaluation and supervision of administrative work is necessary in order to improve the quality, quantity, and impact of the work. The use of measuring tools, indicators, and reports is an effective method for measuring productivity and quality of administrative work. Some examples of measuring tools that can be used include checklists to ensure completeness of tasks, dashboards for real-time monitoring, and feedback from users or stakeholders to determine their perceptions of the quality of administrative services.<sup>13,14</sup>

### **The impact of administrative burden on the development of information and communication technology in the education sector in the Central Java region**

The positive impact of using information and communication technology (ICT) as a tool in administrative work is an important need to overcome various challenges and increase efficiency and quality of work. Administrative burdens, which include managing data, information, documents, and communications, can be overcome through the implementation of ICT. By utilizing ICT, administrative processes can be accelerated and made easier, along with improving the overall quality of work. Implementation of data and information management systems through technology helps in managing and storing data in a more structured and easily accessible manner. Administrative documents can be stored digitally, minimizing the risk of loss and making them easier to search. In addition, ICT can be a means of

improving the skills, knowledge, and motivation of employees involved in administrative work. Training and development of human resources through digital platforms can be an integral part of an effective administrative management strategy.<sup>15</sup>

The use of ICT also makes a major contribution to increasing the efficiency, accuracy, and orderliness of administrative work. Automating routine processes can save time and resources, while the use of algorithms and data analysis can increase accuracy in administrative decision-making. Apart from internal aspects, ICT also helps build good and professional relationships with various related parties, such as the government, universities, schools, work partners, and the community. Effective communication through digital platforms strengthens collaboration and ensures a smooth exchange of information between administrative entities and external stakeholders. Thus, the use of ICT is not just a tool but is the key to positive transformation in administrative management, overcoming obstacles, increasing productivity, and creating an administrative work environment that is adaptive and responsive to change. The negative impact is that significant administrative burdens can create a work environment that is full of challenges, especially for employees who are responsible for administrative work. Burnout, stress, and work pressure are possible impacts, especially if the necessary resources, facilities, and technological support are inadequate. This lack of support can slow down administrative processes and result in frustration for employees trying to carry out their administrative duties.<sup>16</sup>

It is important to note that high administrative burdens can also be detrimental to the development and utilization of ICT within institutions. Employees who have to bear excessive administrative burdens may not have enough time, energy, and focus to effectively engage in learning, research, and community service processes by utilizing technology. This can make it difficult for them to keep up with the latest developments in the world of ICT and adopt the latest innovations. In addition, heavy administrative

burdens can hamper institutions' ability to innovate and create creative collaboration in the development and implementation of ICT standards in education. Efforts to update curricula, develop innovative teaching methods, or forge strategic partnerships with industry and other institutions may be neglected due to too much focus on urgent administrative tasks.<sup>15,16</sup>

Administrative burdens can also create an unhealthy dependency on certain technologies, as employees may be forced to rely on existing solutions to meet administrative demands. This condition can leave institutions vulnerable to technological change and disruption, given the lack of flexibility in the systems used. In this context, it is important for organizations to identify and overcome unproductive administrative burdens so that employees can more effectively contribute to the development and utilization of ICT, enabling the creation of a dynamic and adaptive work environment in the digital era. Therefore, the author suggests that BPTIK Dikbud Central Java Province can manage the administrative burden well by adopting appropriate, up-to-date, and integrated technology, which is an important step in supporting the administrative process. This includes the implementation of advanced data management systems, the latest software, and platform integrations that enable efficient management of data, information, and documents. Regular maintenance and updates to the technology used are essential to maintain system availability and reliability. The application of clear and consistent standards and procedures is the main basis for carrying out administrative work. Developing detailed guidelines and adopting consistent procedures helps minimize uncertainty and errors in administrative processes. Regular evaluation and monitoring of the implementation of these standards is necessary to ensure compliance and continuous improvement. Carrying out training and performance coaching for employees involved in administrative work is a proactive step to improve their competency. Providing appropriate incentives and appreciation, such as recognition for achievements or participation in training, can provide additional motivation for

employees to continue performing highly in a technology-enabled work environment. The allocation and priority of administrative work must be in accordance with the duties and functions of the Central Java Province Education and Culture Information and Communication Technology Development Agency (BPTIK). Avoiding irrelevant and redundant administrative work will help optimize time and resources. Setting priorities based on urgency and positive impact on organizational goals can help the effectiveness of administrative management. Building good cooperation and coordination with various related parties is the key to success in the administrative sphere. Utilizing available resources and facilities, including collaborating with external parties who may provide additional solutions or support, will strengthen administrative capacity and support the achievement of organizational goals more effectively.<sup>17-20</sup>

#### **4. Conclusion**

In evaluating the impact of administrative burden, it is important to note that the use of ICT brings positive impacts, such as increased efficiency and quality, but can also raise new challenges related to data security and technological skills. Therefore, BPTIK Dikbud Central Java Province needs to ensure strong security policies and continuous training programs for employees.

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