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# IMPLEMENTATION E-GOVERNMENT IN EMPLOYMENT MANAGEMENT INFORMATION SYSTEM IN THE REGIONAL OFFICE OF THE MINISTRY OF LAW AND HUMAN RIGHTS WEST JAVA, INDONESIA

By

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## ABSTRACT

*The development of information technology has an impact on government agencies to improve personnel administration services. Therefore, the Ministry of Law and Human Rights utilizes information and communication technology as a personnel management information system. This is a manifestation of the implementation of e-government in services in the field of personnel. This research use descriptive qualitative approach. Data collection techniques used are observation, interviews, and documentation. In this study, what under lies the implementation of e-government in the personnel management information system is the existence of supporting factors for the success of e-government developed by Gil Gracia and Theresa (2005) which includes aspects such as data and information, information technology, managerial and organizational, legal and regulatory, institutional and environmental. The results of the study indicate that the implementation of e-government in the personnel management information system has been quite optimal but there is still a lack of employee awareness updating data. Efforts made at the Regional Office of the Ministry of Law and Human Rights West Java are always increasing employee awareness of the data update process.*

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## 1. INTRODUCTION

In this era of globalization, information technology is very important because it is closely related to everyday human life. Information technology has now become part of human needs. Information technology can facilitate everyone's work and provide convenience in obtaining information. The development of information technology ensures that the dissemination of information knows no time limit. So that everyone can get the information they need from a place with fast time and little cost. The development of information technology has now entered the government sector.

Efforts that can be made in this direction are optimizing the use of information and communication technology. Advances in information technology have an impact on the government sector. In order to improve the quality of public services in the field of public administration effectively and efficiently, the implementation of Electronic Government is carried out. The use of information technology by the government is called Electronic Government or e-Government.

*E-Government* is the process of using information technology as a tool to manage the government system more effectively (Hardiyansyah, 2011: 109). E-government requires that all activities within an agency be

implemented efficiently and effectively. So this causes a transformation from a conventional system to an automated system. With this information technology system, it aims to simplify the operational processes of government agencies through the use of internet media and electronic mail. Which will increase efficiency and effectiveness in government administration activities.

The changes that are expected with the existence of e-government are of course to improve the structure of government administration that is more responsive, the process is more efficient, the realization of responsibilities and most importantly agreed upon by all parties. Experts who initiated e-government that this system aims to create better services for the community. Currently, the government faces strong demands from the community for excellent public services. Therefore, to get better service, it must be supported by the availability of adequate human resources.

The development of e-government in Indonesia is supported by the Presidential Instruction of the Republic of Indonesia No. 3 of 2003 concerning national e-government development policies and strategies and the decree of the minister for the utilization of state apparatus number 13/kep/MENPAN/1/2003 concerning general guidelines for internet electronic offices in Indonesia. government industrial environment and Law no. 11 of 2008 concerning Information and Electronic Transactions, as well as Law no. 14 of 2008 concerning Public Information Disclosure. In addition, with the reform of the Indonesian bureaucracy, e-government is increasingly playing a role in improving the quality of public services and helping the process of delivering information more effectively to the public.

An information will be channeled properly if it has a device that supports the implementation process. The main factor in distributing information quickly and accurately is the existence of good technology support. The existence of technology is one of the fundamental things in the process of delivering information so that what is to be conveyed can be channeled more quickly.

Technology and information are now the main basis for the development of an institution in addition to the availability of reliable human resources. Agencies that provide adequate information technology systems enable these agencies to provide services that are more accurate and up to date. The personnel management information system (SIMPEG) includes employee data collection, data processing, procedures, work procedures, human resources and information technology in producing fast, complete and accurate information as supporting data in the personnel administration process.

**Table 1. Education level of employees at the Regional Office of the Ministry of Law and Human Rights West Java**

Year	SD	junior high school	high school	D3	D4	S1	S2
2021	1	1	29	6	1	116	56

(Source: Head of Subdivision of Personnel, Administration and Household At the Regional Office of the Ministry of Law and Human Rights West Java.)

Based on table 1.1, it can be seen that the level of education possessed by employees varies so that understanding of information technology also varies. Sometimes the obstacle lies in employees who are still not well versed in information technology.

Therefore, to realize the growth and development of e-government, it must be supported by the availability of a management information system which in this system helps in providing data and information. In the development of the personnel management information system as an effort to implement the use of information technology in the government, in its implementation it must be able to utilize the available functions as an effort to improve the quality of human resources and to provide accurate and efficient information.

The personnel management information system (SIMPEG) is a form of e-government implementation by the government through a computer-based information system. With the personnel management information system (SIMPEG) the procedures for personnel administration services are made easier. With this system, it can provide information on employee data in various agencies to make it easier to access employee data so that it becomes transparent information.

The implementation of the system in personnel information management in the regional office of the ministry of law and human rights in West Java aims to improve the existing management information system in order to meet the information needs of the implementation of a better personnel management. After the development of the personnel management information system (SIMPEG) is expected to improve employee performance in the West Java Ministry of Law and Human Rights regional office environment. Therefore, each employee can upload or fill out daily journal reports regarding any work that has been carried out in accordance with their duties and

functions. Based on this, the following is a graph of the use of the personnel management information system (SIMPEG) in the regional office of the ministry of law and human rights in West Java in 2021:



Figure 1. Personnel Management Information System Graphic (SIMPEG)  
(Source :<https://simpeg.kemenkumham.go.id>)

In the graph above, it can be said that the level of satisfaction with the use of the personnel management information system (SIMPEG) in the regional office of the ministry of law and human rights in West Java has been running well but not yet optimal. Therefore, there are still obstacles that become problems in the management of administrative processes and personnel services.

The purpose of this study was to determine the implementation of e-government in the personnel management information system (SIMPEG), to determine the obstacles in implementing e-government to the personnel management information system (SIMPEG), and to determine efforts to overcome obstacles in the implementation of e-government in the information system. personnel management (SIMPEG) at the Regional Office of the Ministry of Law and Human Rights West Java.

## 2. RESEARCH METHOD

The type of research used is descriptive research method and qualitative approach. In this study, what underlies the implementation of e-government in the personnel management information system is the existence of supporting factors for the success of e-government developed by Gil Gracia and Theresa (2005) which includes aspects such as data and information, information technology, managerial and organizational, legal and regulatory, institutional and environmental.

Subjects and objects in this study were the head of the subdivision of personnel, administration and household as key informants, application management operators as main informants and employees as supporting informants. The data collection technique that the researcher uses is based on the opinion of Creswell (2016: 254-255), namely observation, interviews, documentation, audio-visual materials.

The data analysis technique used in this study uses the Miles and Huberman model which consists of data reduction, data presentation, and conclusion drawing. In the data validity technique used by the researcher, namely the validity strategy according to Creswell (2016:269-271) there are eight validity strategies.

## 3. RESULTS AND ANALYSIS

The implementation of e-government in the personnel management information system is a manifestation of the development of e-government in an information technology system. To support the growth and development of the system, it must be supported by the availability of a management information system where this system assists in providing data and information.

Efforts to develop a personnel management information system as an effort to implement the use of information technology in the government must be able to utilize the available functions as an effort to improve the quality of human resources and to provide accurate and efficient information.

The personnel management information system (SIMPEG) is one form of e-Government implementation that is utilized by the government through a computer-based information system. With the personnel management information system (SIMPEG) the procedures for personnel administration services have become easier.

This system can provide information on employee data in various agencies to make it easier to access employee data so that it becomes transparent information.

The personnel management information system (SIMPEG) is the implementation of the state civil apparatus law article 127 number 5 of 2014 concerning the State Civil Apparatus which states that to ensure the efficiency, effectiveness, and accuracy of decision making in the management of the state civil apparatus, an information system for the state civil apparatus is needed. With this, it can support the implementation of e-government in creating good governance.

The establishment of a staffing management information system for the ministry of law and human rights is to transform a system that was originally manual until now to become automatic so that the administrative processes and personnel services at the ministry of law and human rights are based on information technology.

The personnel management information system (SIMPEG) at the Ministry of Law and Human Rights in West Java has been running since 2011. Issued by the National Civil Service Agency (BKN), which was transformed into the new SIMPEG 015 Ministry of Law and Human Rights, this system is an improvement over the previous SIMPEG application.

Initially, this simpeg was only used for employee data information. However, after the development of information technology, Simpeg has undergone several transformations of the staffing process from manual to automatic. So that with some of the transformations that occur in the Ministry of Law and Human Rights can create several features that can be used by employees to make their work easier.

The implementation of the personnel management information system for the regional office of the ministry of law and human rights has several benefits, namely: it can facilitate the process of collecting and recording employee data, making it easier to search and print data as reporting material, and serve as support for decision making.

So it can be said that the implementation of the personnel management information system in the regional office of the ministry of law and human rights is optimal enough compared to the old days which still used manuals. Therefore, the use of the personnel management information system (SIMPEG) in the regional office of the ministry of law and human rights is one form of e-government implementation in which the personnel process is carried out electronically through the application of the ministry of law and human rights personnel management information system.

Utilization of information technology in a government agency is a necessity to improve services that can realize good governance in various sectors and can support the government's role in realizing transparent and accountable governance. To reach the concept of good governance, it must also be supported by a system that is able to accommodate the need for services that are fast, precise, and uncomplicated.

The information system allows the automation of work and service functions that can realize good service in handling the personnel system. In the implementation of an information technology system, it must be supported by the application of e-government which can improve the performance of traditional government functions and services so that the implementation of a civil service can be carried out quickly, precisely and accurately. Therefore, in the implementation process, there must be factors that support the successful implementation of e-government.

In this study, we will discuss the successful aspects of implementing e-government in the personnel management information system (SIMPEG) in the regional office of the ministry of law and human rights in West Java. In achieving the successful implementation of e-government, there will be a success factor that becomes a reference in the implementation of e-government, namely by mapping practical tools into theoretical foundations. The following are 5 success factors that can influence the success of e-government implementation according to Gil Garcia and Theresa (2005), namely (1) Data and Information, (2) Information Technology, (3) Managerial and Organizational (4) Legality and Regulations, ( 5) Institutions and Environment.

#### **1. Data and Information**

Data and information is a data processing process in storing and managing data as a source of required information. Data can be in the form of numbers, characters, symbols, images, sounds or signs that can be used as information. This data describes a set of data that is structured in a structured manner. So it can be said that data is a collection of facts from an object or event that is documented in a structured manner.

Meanwhile, information is the result of data processing that has been processed in such a way that it becomes useful information as a source of information. Data and information is related to the planning of the entire data owned related to the management of data and information in an effort to keep the managed data and information safe. Because these data are facts that must be analyzed for truth. So that the data obtained is accurate which can be used as a benchmark in supporting the work.

The success of a system requires input related to available information and data. Which aims to improve the implementation of e-government in the context of providing accurate and transparent data and information.



In relation to the implementation of e-government on an information system, the role of the Head of the Subdivision of Personnel, Administration and Households in the West Java Regional Office of Law and Human Rights as a leader has a major role in the running of the program. In the implementation of a program, input from the user is needed, namely from the employee himself who uses simpeg to support the suitability of the data with what is needed by the user.

## **2. Information Technology**

The development of e-government is assisted by the support of sophisticated information technology. For the implementation of this e-government there must be the availability of network facilities, hardware and on the server. So that it can help the organization's activities become more effective and efficient.

Information technology is a technology that functions to process, process, compile, obtain, store and change data in an effort to obtain accurate and quality information data. This information technology is used to increase the effectiveness of an ongoing system.

Likewise, in the implementation of e-government in a government agency in order to achieve the goals that have been designed in such a way. With the achievement of these goals, good governance will also work. In this information technology the service process becomes faster in every process of governance.

Information technology is currently the main basis in the development of an institution, with the availability of reliable human resources, the public service process will be distributed quickly and accurately. Therefore, in the development of information technology, employees are required to be able to understand how to use simpeg.

Besides that, the appearance or design of the simpeg application must be easily understood by its users. In its implementation, it is necessary to socialize this program so that employees who are technologically stuttering can understand how to use the simpeg application. Because in this simpeg application all work tasks will be input in simpeg.

In order for this application to run well, it must also pay attention to the standardization of the service application system. In managing the simpeg application, it must be in accordance with the standardization of technology-based personnel services so that in its implementation this application can support the success of a good governance or e-government implementation.

## **3. Managerial and Organization**

The determining factor for running e-government must be balanced with planning a program so that it runs well. In general, this simpeg is related to employee planning, employee administration, employee performance evaluation.

The personnel management information system (SIMPEG) assists in optimizing personnel data through an electronic data-based system. As for standardization of operational procedures in terms of entering data, for the regional office of the ministry of law and human rights in West Java, it uses its own data update mechanism after we enter the data, there is a verification process carried out by the central admin.

Improving the quality of human resources must be accompanied by coordination and communication between the heads of subdivisions and their employees. Which aims to achieve organizational goals, coordination and communication carried out in the regional office of the ministry of law and human rights in West Java, namely by helping to disseminate information with other information technology media that can make it easier for employees to get that information.

## **4. Legality and Regulation**

This legality and regulation is an effort to provide public services. So that government employees are encouraged to develop their competencies through comprehensive management of state civil apparatus resources.

The main legal and regulatory basis to support the existence of this simpeg is in accordance with law number 5 of 2014 concerning the state civil apparatus (UU ASN) which was ratified by the government on January 15, 2014, in terms of accommodating reforms and changes in the management of civil apparatus resources. country.

Law number 5 of 2014 concerning the State Civil Apparatus in an effort to implement the information system of the State Civil Apparatus. Based on these provisions, to optimize the efficiency, effectiveness and accuracy of decision making required in the information system of the State Civil Apparatus.

The State Civil Apparatus information system is a series of data and information that has been systematically arranged and integrated based on technology regarding the data of State Civil Apparatus employees. The personnel management information system developed by the Ministry of Law and Human Rights is basically more complete than the information system mandated in Law Number 5 of 2014 concerning State Civil Apparatus.

## **5. Institutions and Environment**



Institutions and the environment is a habit and work culture that is formed. This work culture will provide a motivation as an employee to improve the quality of public services. Therefore, providing motivation and direction from superiors to subordinates is proven to be able to influence the work spirit of employees.

The Ministry of Law and Human Rights provides motivation and direction to its staff in order to achieve increased performance. The efforts that we make in changing the work culture are carried out by the regional office of the ministry of law and human rights in West Java by changing work patterns, changing the mindset of employees to be more motivated and disciplined.

#### 4. CONCLUSION

Based on the results of research and discussion in the previous chapter regarding the implementation of e-government in the personnel management information system (SIMPEG) in the regional office of the ministry of law and human rights in West Java, the researchers will then draw the following conclusions:

- a) Overall the use of information technology in the use of personnel management information system applications (simpeg) in its implementation has been running optimally but there is still a lack of awareness of employees in updating data. With the personnel management information system (simpeg) this can facilitate the process of staffing services. So that it can provide information on employee data more quickly in a transparent and accurate manner.
- b) The inhibiting factor in implementing e-government in the personnel management information system (SIMPEG), namely, there are still some employees who are not accustomed to operating information technology, the lack of awareness of employees in terms of updating data on the personnel management information system (SIMPEG).
- c) Efforts made by the regional office of the ministry of law and human rights in West Java are to provide socialization and technical guidance for the use of the personnel management information system (SIMPEG) and to assist employees who have difficulty updating data in the personnel management information system (SIMPEG).

From some of these factors that have a relationship with one another, it can be concluded that one of these factors does not work, it will affect other factors. Therefore, to achieve success in the implementation of e-government, it must meet all aspects of the success factors of e-government

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It is necessary to increase the socialization regarding updating data because this simpeg displays employee data, to influence the success in implementing e-government, obedient and disciplined employees are needed in updating data because the employees themselves are the source of information on existing data on simpeg.

From the results of this study, it is hoped that it can broaden the understanding of the importance of implementing an integrated administrative and personnel service system so that information on employee data is accurate, fast, accountable and up to date.

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