

Analysis of The Use Of SIASN in The Personnel and Human Resources Development Agency (BKPSDM) in Palangkaraya City Using The Hot Fit Approach

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Abstract

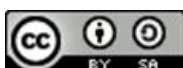
This study aims to examine how SIASN is utilized at the BKPSDM of Palangkaraya City. Based on the researcher's observations, the use of SIASN has not yet been explored in previous studies, making it the novelty of this research. The ASN Index Score (IP ASN) of Palangkaraya City ranked 17th with a "very low" category as of February 28, 2024, according to the official website of the ASN Data Rejuvenation Index for Region VII. This prompted the researcher to explore further the use of SIASN and its challenges in order to find solutions that could benefit BKPSDM Palangkaraya City. This research adopts a qualitative approach and uses the NVivo 12 Plus application for data processing. The findings show that the implementation of SIASN at BKPSDM Palangkaraya City has been carried out properly based on the HOT Fit framework, which includes human, organizational, technological, and benefit aspects. However, there are still several aspects that need improvement, such as the intensity of system usage, user satisfaction levels, and the quality of services provided. The main challenges include age differences that affect the ability to operate the technology, as well as delays in data processing when the system is used in large volumes, especially towards the end of the year. On the other hand, factors such as system quality, information quality, organizational structure and environment, as well as the benefits produced, have functioned well and should continue to be maintained and improved.

Keywords: Analysis, SIASN, HOT Fit

Introduction

In this modern era, we are required to master technology. This is because the progress of a country is seen from the provision of technology.(Tamimi & Munawaroh, 2024). Technology has become an important element in the economic and social development of a country. Technological advances, especially in the field of information and communication, open up great opportunities for the government in increasing the efficiency and productivity of the bureaucracy. The government has a very decisive role in utilizing the potential of technology optimally to realize better governance.(Aldo & , Johannis E. Kaawoan, 2021). One form of technology utilization in government administration is the implementation of e-government, which aims to improve the efficiency and accessibility of public services, such as licensing, tax payments, and other administrative services. One form of e-government implementation in personnel administration is the State Civil Service Information System (SIASN).

Based on observations made by researchers, until October 2024 no research has been found that specifically analyzes the implementation of the use of SIASN. However, there are several relevant studies, namely(Prabowo et al., 2019)about the evaluation of E-Donation in



the case of EKZ LAZNAS Indonesian Zakat Initiative shows that this system is 'quite' helpful, with user satisfaction influenced by User Satisfaction, Organization, and Environment. Furthermore (Hot-fit & Ariantoro, 2021) namely the evaluation of the SIMRS application at RSUD Basemah shows that this system is useful, speeds up services, and provides complete and easily accessible information. However, it is recommended that the system continue to be developed and maintained routinely. (Employment et al., 2012) SIMPEG evaluation at BKD Pamekasan shows that human and organizational components are good, but technology still has shortcomings. Users feel benefits in productivity, efficiency, and cost control, but improvements in the quality of systems, information, and services are still needed.

SIASN is an information system developed to integrate State Civil Apparatus (ASN) data across all government agencies, both at the central and regional levels. This system is designed to ensure systematic, comprehensive, and centralized ASN data management nationally by utilizing technology. (Fakhrudin, Erwin, Umar, 2023). The main objective of SIASN is to provide a comprehensive and reliable ASN database, which includes personal information, work history, skills, and employee performance. With the implementation of SIASN in all government agencies, it is expected that the accuracy and efficiency in ASN data management can be guaranteed, so that the data-based decision-making process can be carried out more quickly and accurately. In addition, the existence of SIASN is also expected to be able to increase the efficiency of personnel administration services and support national policies in the development of a more integrated information system.

BKPSDM is a place where the main admin of SIASN in a district/city is located. This means that the use of SIASN in BKPSDM Palangkaraya City can be an example for other agencies. Thus, the use of SIASN in BKPSDM Palangkaraya City should be maximized. Therefore, in this case, support is needed from BKPSDM Palangkaraya City for the implementation of maximum use of SIASN. The purpose of this study is to find out how SIASN is used in BKPSDM Palangkaraya City. So that obstacles faced in its use are found in order to provide solutions to BKPSDM Palangkaraya City. In addition, to provide references for further researchers because according to the researcher's observations, there has been no research related to the use of SIASN.

The results of direct observation by researchers show that in the implementation of SIASN at BKPSDM Palangka Raya City, the main challenge in the human aspect is the unpreparedness of ASN in adapting to the new system, especially when compared to the previous system, namely SIMPEG (Personnel Management Information System), which has been used for a longer time. Many ASN are more familiar with SIMPEG because the login system is simpler, and the lack of training on the use of SIASN makes the adaptation process slow. In addition, in the organizational section, namely the support from BKPSDM Palangka Raya City is quite good, but the change in work culture that occurs due to the transition to SIASN is still slow. While in terms of technology, namely technical obstacles that can occur in SIASN. Although rare, it can hinder the smooth running of personnel administration services.

The use of SIASN at the BKPSDM of Palangkaraya City began to be implemented after the issuance of letter number 800/985/III.6/BKD dated December 8, 2022 concerning the transfer of the employee proposal system which previously used SAPK (Personnel Service Application System) to SIASN. However, there are still no written regulations regarding the use of the written region. In addition, Palangkaraya City was ranked 17th with a very low category on February 28, 2024 in the ASN IP value from the official website of the ASN IP Data Rejuvenation Region VII. This causes the benefits that should be obtained from the use of SIASN to not be felt optimally by ASN and the community. This makes researchers interested in analyzing the use of SIASN at BKPSDM Palangkaraya City. With the results of this study, it is hoped that it can provide input for local governments, especially the BKPSDM

of Palangka Raya City, to continue to improve the implementation of SIASN, so that ASN data integration can run better and provide optimal benefits for the bureaucracy and public services.

Method

In this study, researchers applied a qualitative method with a descriptive approach. Researchers also used NVivo 12 Plus to extract research data. According to Yusof (2006) HOT Fit Theory in analyzing application usage has 4 dimensions, namely Human, Organization, Technology and Benefit. The data used are primary data and secondary data. Primary data was obtained from interviews with several informants, namely ASN at BKPSDM Palangkaraya City. Also, secondary data from the results of researcher observations and supporting data obtained from BKPSDM Palangkaraya City. The collected data was extracted into Nvivo 12 Plus. So as to obtain research results. And researchers also use opinions from cresswell to gain an understanding of this problem, namely data collection, data reduction, data presentation and drawing conclusions.

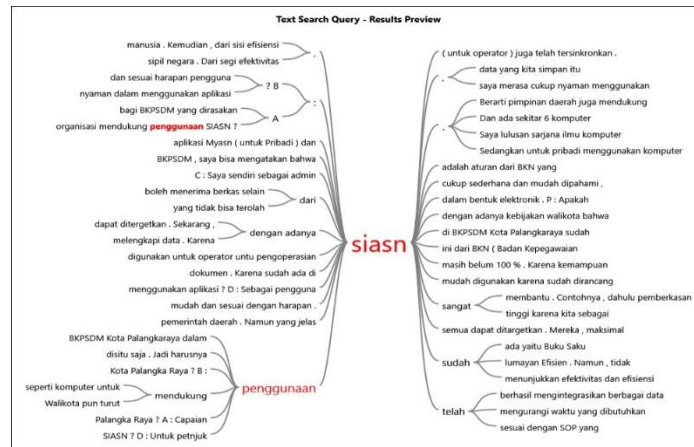
Result and Discussion

Results

From the interviews conducted by researchers to several informants, interview data was extracted into Nvivo 12 Plus. In addition, secondary data and researcher observation results were used as supporting data to strengthen primary data. The overall data was processed using the Word frequency query feature as shown in the image below



Referring to the Figure above, the word "SIASN" is the most dominant in the research data with a percentage of occurrence of 2.13%, followed by "application" at 1.09%, the word easy at 0.93%, and "use" at 0.88%. To analyze the pattern of word usage in the collected data, the Text Search Query feature is utilized because it is able to present visualizations that clarify the results of the analysis. In this study, the term "SIASN Use" was chosen as the main concept to summarize the overall research theme, which is visualized in the form of a Word Tree as shown in the Figure below.

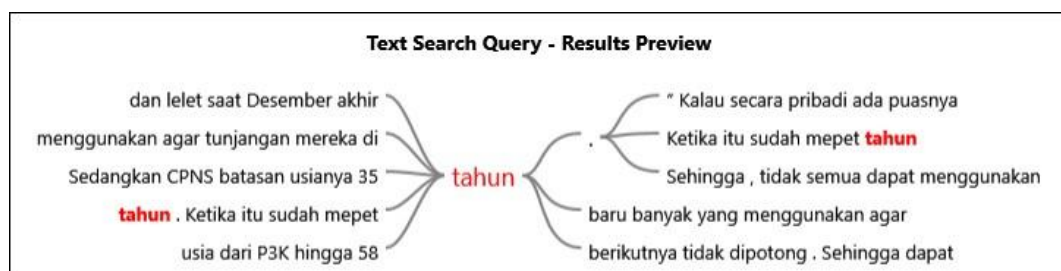


Analysis with Word Tree in NVivo 12 Plus shows that the use of SIASN is associated with efficiency and effectiveness of work with support from the mayor's policy and regional leadership. Although most users find the system easy to use, there are still challenges in technological skills that require additional training. Especially P3K who have not fully completed the data on SIASN because there are differences in age ranges that affect technological capabilities. However, organizational support is quite good for the use of SIASN. Also, the response from users is that the appearance of the SIASN feature is easy to use. Several statements also indicate that the implementation of SIASN is good but not yet fully optimal, with the discovery of several obstacles that require efforts to optimize it.

Next, there are obstacles in implementing SIASN based on word frequency queries as follows:

Word	Length	Count	Weighted Percentage (%)
tahun	5	5	3,40
siasn	5	4	2,72
penggunaan	10	3	2,04
puasnya	7	3	2,04
bkpsdm	6	2	1,36
jaringan	8	2	1,36
kepada	6	2	1,36
membuat	7	2	1,36
menggunakan	11	2	1,36
mereka	6	2	1,36
akhir	5	1	0,68
akses	5	1	0,68
aplikasinya	11	1	0,68
april	5	1	0,68
batasan	7	1	0,68

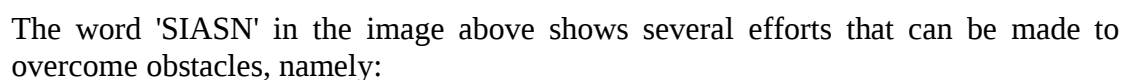
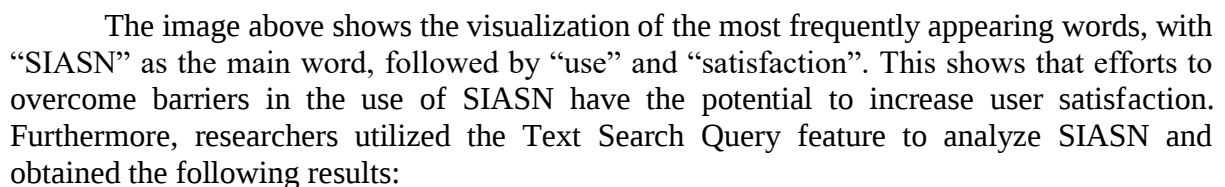
From the image above, it was found that the most used word was “year” at 3.40%. Furthermore, the word “SIASN” appeared at 2.72%, the word “Use” at 2.04%, and other words. This meaning search process was carried out using the Text Search Query feature, with the following results:



- 1) Diverse age ranges that influence the ability to use technology
- 2) The server may go down when many people access it.
- 3) Employee data entry and administration using SIASN

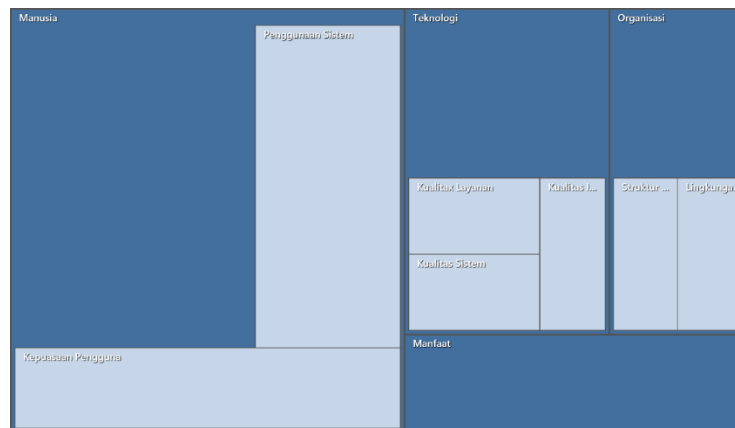
Then, from the several obstacles above, the efforts that can be made based on the Word frequency query are as follows:

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- 15

Discussion



From Hierarchy Chart above through coding on Nvivo 12 Plus several factors that influence in analyzing the use of SIASN, humans are the largest. Its dimensions consist of System Usage and User Satisfaction. Followed by technology, benefits and organization. This means that humans are the most highlighted factor.

The human dimension found that it has ease of use and provides comfort for its users, as seen from the user-friendly display and meets user expectations. In addition, SIASN has made it easier to manage personnel administration. Furthermore, personal information that has been updated has also been updated properly. This is indicated by the data recorded in the system being accurate and in accordance with official documents. However, there are challenges related to the P3K group who have not completed their data. This is due to differences in age ranges that affect the ability to use technology. Therefore, efforts are needed to overcome this so that the use of SIASN can be more optimal.

SIASN has admins in each office. Their backgrounds are appropriate, namely in the computer field and have been telvan with their duties. Their job is to update data that enters the system and act as operators. However, they do not have the authority to resolve disruptions that occur in the system, because their role is only as an extension, while the authority is at the central level. In addition, if the server is down, BKPSDM has no other steps than to report the problem to BKN, because their role is only as an admin operator and an extension of BKN. In this situation, they have to wait until the system is functioning again. This emphasizes the need for further efforts to overcome these problems in order to ensure the smooth operation of SIASN at the regional level. Even so, they provide a helpdesk assistance feature and WhatsApp service for additional support for users. In addition, there is a Digital Pocket Book of ASN Professional Index which can guide the use of SIASN.

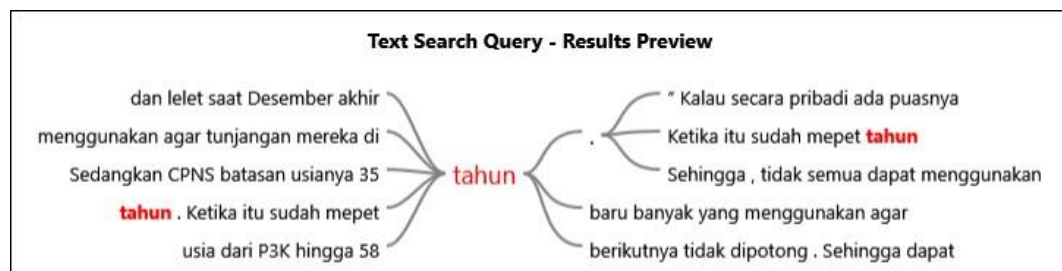
Then the data processing when the user inputs the data update is quite good, because the data can be completed on the same day. However, there is still a possibility of a slight delay in processing if there are many proposals that come in simultaneously. In addition, the use of SIASN is supported by the organization with the existence of government policies that regulate its implementation in the Agency or regional apparatus organization. Also, support from regional leaders and mayors reflects the organization's commitment to supporting the digitalization of personnel administration. With full support from regional leaders, the organization also provides high support for the implementation of SIASN at the BKPSDM of Palangkaraya City. Moreover, BPKPSDM is a pilot project tasked with conveying information and instructions to all employees in the government environment, including through circulars that urge them to update data in SIASN.

According to the results of the text search query, SIASN has had a positive impact in increasing the efficiency and effectiveness of personnel management at the BKPSDM of Palangkaraya City. The process that was previously done manually is now more structured and easier to access. However, there are still challenges in user adaptation to the system, especially

in optimizing its functions. In addition, SIASN also plays a role in the integration of personnel data at the BKPSDM of Palangkaraya City. With this system, filing that was previously difficult to target is now more organized and well documented. Electronic data storage allows for faster information searching and management. The local government also supports the implementation of SIASN to increase efficiency in managing personnel documents.

The use of the State Civil Apparatus Information System (SIASN) has had a major impact on personnel administration. SIASN has revolutionized employee data management by integrating information into one centralized system, which speeds up the process of applying for promotions and other administration, while reducing dependence on physical files. With certainty of time in issuing recommendation letters and easy access to data, SIASN not only increases operational efficiency and effectiveness, but also supports local government initiatives towards more environmentally friendly policies. Although there is still some data that cannot be processed through SIASN, overall, this system has proven to be very useful in improving the quality of public services at the BKPSDM of Palangkaraya City.

However, in the implementation of SIASN, there are certainly various obstacles in its implementation. These obstacles include everything that can hinder, interfere with, or as well as the achievement of the expected goals. According to the research results according to the Text Search Query feature with the following results.



The obstacle that emerged at the end of the year was the slow system due to the high volume of use during that period. This was due to the quantity of users being greater than usual at the same time, causing the server to be slower and verification which is usually 1x24 hours can be more than that time. In addition, differences in employee age also cause variations in understanding of technology, which has an impact on the level of proficiency in using SIASN at BKPSDM Palangkaraya City. The younger generation is generally more adaptable to new technology, while adults and the elderly may have difficulty understanding and operating digital devices. This can be influenced by their level of experience and educational background. Then, the use of SIASN still needs to be accustomed to ASN so that the administration is orderly.

From the several obstacles above, efforts are needed to overcome them. Various parties need to be involved in maximizing the use of SIASN. Starting from the leadership who provides direct direction in the use of SIASN in the personnel administration process. Accompanied by support through the provision of training to all ASN. So that all have the ability and knowledge of technology. Then, ASN can handle the accumulation of work by dividing it so that the achievement can be according to target and not overflowing. That way, it is expected to reduce the workload at the end of the year. In addition, it can also prevent the server from going down. Furthermore, an evaluation needs to be carried out to assess the extent of the achievement in the use of the system. In addition, the evaluation also aims to ensure that employee data stored in the system remains accurate and up-to-date. This step is important so that leaders can formulate subsequent policies and decisions to optimize the use of SIASN

Conclusion

The use of the State Civil Apparatus Information System (SIASN) at the Human Resources Development and Personnel Agency (BKPSDM) of Palangkaraya City has been running quite well, based on the HOT Fit theory, which covers four key dimensions: human, organization, technology, and benefits. However, several indicators still require improvement, particularly in terms of system usage, user satisfaction, and service quality. The main obstacles encountered in the implementation of SIASN from 2022 to 2024 include the diverse age ranges of employees, which influence their ability to operate technological systems, and slow data processing when the system experiences a surge in usage, especially at the end of the year. Another challenge is the data entry and administrative processes through SIASN, which have not yet been fully optimized. Nevertheless, other key aspects such as system and information quality, organizational structure, organizational environment, and the benefits derived from SIASN have been functioning well and should be maintained and further enhanced. To address these challenges, BKPSDM of Palangkaraya City has implemented several strategic efforts. These include providing training support for civil servants (ASN) on how to effectively use SIASN, carrying out data entry and system updates in stages to prevent a year-end backlog, and optimizing the use of SIASN by all personnel within the agency. Through these efforts, it is expected that the effectiveness of the system will continue to improve and that all employees will be able to utilize SIASN to its full potential, thus supporting a more efficient and integrated civil service management system.

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