

# **THE IMPLEMENTATION OF THE *NEW SIRANSIJA* APPLICATION ON ASN PRODUCTIVITY AT THE INVESTMENT, ESDM AND TRANSMIGRATION SERVICES OF GORONTALO PROVINCE**

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## **ABSTRACT**

Study this aim researching influence application New Siransija application to productivity Apparatus r State Civil on Service Investment , ESDM and Transmigration Province Gorontalo. it considered need done related with effort Upgrade service public by institution waiter public and Apparatus State Civil in environment Government Province Gorontalo, which since 2021 has apply New Sirisija application in whole ranks organization device area province. A total of 111 ASN people as population at a time as sample entirely is ASN employees on Service Investment, ESDM and Transmigration Province Gorontalo. Source of data used is the primary data obtained from deployment The next questionnaire processed with the help of the SPSS for Windows program. Results study concluded that there is significant influence Among Application New Sirisija application with ASN productivity at Service Investment, ESDM and Transmigration Province Gorontalo. Where number coefficient R Square 0.447 means that 44.7% of ASN productivity at Service Investment, ESDM and Transmigration could explained by application New Siransija application while the remaining 54.3%. influenced other factors.

Keywords: New Siransija Application, Productivity

## **INTRODUCTION**

Public service is an activity or series of activities in the context of fulfilling service needs in accordance with statutory regulations for every citizen and resident for goods, services and/or administrative services provided by public service providers. In essence, public service is a series of activities carried out by the government and its apparatus to the community in realizing an increase in the quality of people's lives while at the same time providing satisfaction to the people served [8].

The demand for quality and satisfactory public services to the community by public service institutions is a requirement that must be met by the government. The government must be able to change bad public services for the better. In its development, the realm of public administration is faced with increasingly complex challenges. This condition is an implication of the demands of fulfilling the increasingly diverse needs of society for public services. Meanwhile, existing public services are constrained by a series of limitations, both in terms of quantity and quality of instruments. Public administration in its development is required to be able to answer various challenges from existing public service problems by taking various alternative methods.

On the other hand, the quality of public services in Indonesia at this time is not in accordance with the wishes of the people. This is as conveyed from the results of a

survey by the Indonesian Ombudsman as a state institution overseeing public services according to the mandate of Law Number 37 of 2008 concerning the Indonesian Ombudsman and Law Number 25 of 2009 concerning Public Services. Where in 2019 the Indonesian Ombudsman has supervised public services against allegations and potential maladministration by state administrators as referred to in Article 6 and Article 7 of Law Number 37 of 2008 concerning the Indonesian Ombudsman, namely overseeing aspects of public services carried out by state and government administrators, including BUMN, BUMD, BHMN, private bodies and/or individuals who carry out certain public services whose funds are partially or fully sourced from the APBN/APBD. In order to improve the quality of public services in the coming years, we need to pay close attention to the condition of public services in 2019.

The Indonesian Ombudsman announced to the public on 27 November 2019 the results of an assessment or survey of compliance with public service standards. The Ombudsman assessment in this survey covers a total of 17,717 services and 2,366 service units. Compliance assessment is carried out simultaneously in 4 Ministries, 3 Institutions, 6 Provinces, 36 Municipal Governments and 215 District Governments.

Assessment of ministries shows that as much as 50% are included in the green zone with a high compliance rating and 50% are included in the yellow zone with a moderate compliance rating, with 591 service products assessed. For institutions, all of them have a moderate compliance rating (yellow zone), for 1,186 service products.

An assessment of the provincial government shows that 33.33% of the provincial government is in the green zone, with a high compliance rating. 50% are included in the yellow zone, the predicate of moderate compliance and 16.67% are included in the red zone, with the predicate of low compliance. What is most often violated is the right of the public to obtain fast and transparent information about the flow and mechanism regarding permits and non-permits that service users access, do not fulfill the obligation to publish system indicators, mechanisms and procedures.

Furthermore, the Gorontalo Provincial Investment, ESDM and Transmigration Office is also a very important Regional Apparatus Organization (OPD), especially in providing services to the community related to the need for licensing or the legality of running a business in the Gorontalo Province area. This OPD consists of five departments and the Service Secretariat for each Licensing, Investment, Mineral Resources, Energy and Transmigration Sector which in its operation is inseparable from the role of the State Civil Apparatus as the frontline personnel providing services to the public. Civil servants as elements of the state apparatus are tasked with providing services to the public/society in a professional, honest, fair, equitable manner, in carrying out state, government, and development tasks.

Furthermore, the role of the State Civil Apparatus (ASN) who works at the ESDM Investment and Transmigration Office of Gorontalo Province in carrying out some government tasks in the field of investment and licensing, energy and mineral resources and also in the field of employment and transmigration in Gorontalo province, is very strategic and is the most important pillar in the implementation of governance and development tasks, in addition to the pillars of institutions (organization) and management (mechanisms/procedures) at the provincial level. In other words, the State Civil Apparatus or bureaucrats actually become a support for the running of a government.

Development in the context of increasing productivity for State Civil Apparatuses at all levels of government and regional apparatus organizations including ASN within

the Investment, ESDM and Transmigration Office of Gorontalo Province must be carried out as well as possible based on a combination of work performance systems and career systems that focus on work performance system, with the aim of providing opportunities for the State Civil Apparatus to be more productive and have high achievements and be able to improve their abilities professionally in providing the best service to the community and compete fairly in order to increase their career path as ASN [5]. And one of the efforts made by the Provincial Government of Gorontalo is to take advantage of advances in science and technology which are operationalized in the form of an application called New Siransija which will be launched in January 2021.

### **Human Resource Development**

Current and future job demands [6]. In a broader sense, HR development seeks to develop knowledge, experience, skills, productivity and employee satisfaction. Human resource development is a strategic approach to investing in human resources. Human resource development provides a framework for self-development, training programs and career advancement that are tailored to the skills requirements of future organizations [4]. Human resource development is a process to improve the ability of human resources to help achieve organizational goals. Human resource development is an activity carried out by the organization in order to improve the skills possessed by its employees, in order to meet the demands of environmental changes and developments that occur within the organization.

Exist a number of opinion para expert management related with aim development source power which one \_ with other have the same meaning , that aim from *human resource development* on something organization has many purposes, both internally and externally. Internal HR development objectives such as:

1. Increase work productivity.
2. Increase organizational efficiency.
3. Increase organizational effectiveness.
4. Prevent damage to organizational facilities.
5. Reducing work accidents.
6. Improve internal services.
7. Increase employee morale.
8. Open opportunities for career development.
9. Develop leadership skills in employees.
10. Succession leadership
11. Increase the compensation that will received trained employees.

External HR development objectives such as:

1. Able to meet the needs (demands) of customers.
2. Able to face business competition.
3. Able to face competition at the global level.
4. Anticipate with The higher the cost of employees, where companies choose to employ employees in small numbers but they can carry out many jobs.
5. Capable do savings with Increasingly scarce energy resources.

Aim development employee through training very beneficial for enhancement achievement work . Training for employee is a process teach knowledge and skill certain as well as attitude to order employees the more skilled and capable carry out not quite enough he replied with the more fine , accordingly with standard . Usually training refer on development Skills work that can used immediately . Whereas development often categorized as in a manner explicit in development management , organization ,

and development individual employee . Development more focus on fulfillment need company period long .

Aim training and development that has outlined previously is very urgent because target from training and development is repair level effectiveness performance employee in reach results that have been set company . With thereby in a manner general aim training and development employee is add knowledge , added Skills and exists change attitude . By because that management company must Fulfill aim the with maintenance method training and good development.

### **Work productivity**

Work productivity can be defined as the ability to obtain the maximum benefit from the available facilities and infrastructure by producing optimal, if possible, maximum output. Meanwhile, other opinions assume that basically productivity includes an attitude that always has the view that today's work methods must be better than yesterday's work methods and the results that can be achieved tomorrow must be more or better quality than the results achieved today [2]. Where work productivity is a mental attitude. A mental attitude that is always looking for improvements to what already exists. A belief that one can do a better job today than yesterday and tomorrow better than today. According to the National Productivity Council, productivity implies a mental attitude that always has the view: "Today's quality of life must be better than yesterday and tomorrow should be better than today"[10]. Another opinion views productivity as a measure of the use of resources in an organization which is usually expressed as the ratio of the output achieved to the resources used. Other opinions also suggest that productivity is how to produce or increase the results of goods or services as high as possible by utilizing resources efficiently. Therefore productivity is often interpreted as the ratio between output and input in a certain time unit.

Based on the definitions above, it can be concluded that work productivity is the ability to get the maximum benefit from facilities and infrastructure by having a mental attitude that has the view that today's work methods must be better than yesterday's work methods and the results that can be achieved tomorrow must be better or more quality than the results achieved

Exist many influencing factors \_ productivity , both related \_ with power work as well as related with environment company and wisdom government in a manner whole . [10]

But there is six factor main determinant \_ productivity power work , are :

1. Attitude work , such as : willingness for work in a manner take turns (shift work), can accept addition Duty and work in one team .
2. Skill level , specified by education , training in management and supervision as well as Skills in technique industry .
3. Relationships work Among employee and leader reflected organization \_ in effort together Among leader organization and power work for Upgrade productivity through circle supervision quality (quality control circles) and committee about work superior .
4. Management productivity , namely : efficient management \_ about source and system work for reach enhancement productivity .
5. Efficiency power work , such as : planning power work and addition task .
6. Entrepreneurship , which is reflected in taking risk , creativity in trying , and is at on deep line \_ trying ."

Whereas benefit from a word productivity is something to be expected by organization good government nor private because enhancement productivity is wrong one desired goal \_ achieved by organization . Benefit enhancement productivity for employee and for organization that alone among others:

1. Increased income and guarantee social other .
2. Increasing desire and dignity as well as confession to potency individual .
3. Improve motivation work and desire achievement .
4. Strengthen power competitive Public because could produce with
5. Cost more low and quality production more ok .
6. Support sustainability and development people or company because with Upgrade productivity possible organization or company obtain the profit that can be utilized for investment new .
7. Support connection more industry \_ ok .
8. Help expansion opportunity work . this \_ because profit earned \_ could utilized for expansion meaningful company \_ need power work new .

Based on the explanation above, it can be concluded that the benefits of increasing productivity can be felt by all aspects of the organization private nor government both for management and for employees in companies where this increase in productivity is the achievement of the goals expected by the organization .

### **State Civil Apparatus**

The State Civil Apparatus (ASN) or what was formerly called the Civil Servant is the organizer of the wheels of government in the Republic of Indonesia. Several meanings related to the existence of ASN can be discussed as follows [1]. Employees are basically a human workforce, both physical and spiritual (mental and mind) which are always needed and therefore become one of the main capital in cooperative efforts to achieve certain goals (organization). Furthermore, Wijaya also believes that Civil Servants are people who are employed in a particular agency, both government agencies and in business entities. Employees are people who do work in return for services in the form of salaries and benefits from the government or private bodies [7]. Furthermore, the definition of employees who are basically workers or workers are those who are directly driven by a leader or manager to act as executors who will carry out work so as to produce the expected works in an effort to achieve the goals of the institution or organization that have been set [12]. Civil Servants, more clearly regulated in Law Number 5 of 2014 concerning State Civil Apparatuses where Civil Servants are Indonesian citizens who meet certain requirements, are appointed as ASN on a permanent basis by civil service supervisor officials to occupy positions in the government. As an element of the state apparatus, it is necessary to look at the quality of Civil Servants so that a system of fostering Civil Servants that is able to face competition at the regional and global levels can be developed. Explanation of the notions of civil servants that have been described above, it can be formulated that there are four elements that must be met to be called civil servants.

### **New Siransija**

On December 3, 2020 a new (new) e-attendance application was launched which is also a performance measurement system (New Siransija) for employees within the Provincial Government. This application has indeed been running since 2016, but in the old Siransija assessment it was still oriented only to assessing timely attendance and not based on objective performance assessments. In the latest formulation of New Siransija, there is an obligation for every civil servant to document work activities on a daily basis

based on setting targets. Employees are required to meet a performance target of 300 minutes every day. In addition, every civil servant will also be more aware of the annual SKP preparation in accordance with applicable rules.

The features in this application consist of;

1. Home Presence New Siransija
2. New Siransija website

Furthermore, on the left side there is a photo and the Employee Identification Number of the ASN concerned and features: SKP (Work Behavior); SKP V2 with sub Annual SKP, Subordinate Annual SKP, Monthly SKP, Subordinate Monthly SKP, Daily Activity Report (LAH), Subordinate LAH, and Work Behavior; Regional Performance Allowances; Integrity; Assignment; and Presence History. All the features of the latest formulation of New Siransija, have been designed in such a way as to make it easier for every civil servant in carrying out the obligation to document daily work activities based on setting targets for Employee Work Targets where each ASN is required to meet a performance target of 300 minutes every day taking into account the ASN's annual SKP. in accordance with the rules in force.

## **RESEARCH METHODS**

The method used in this research is descriptive method. This method intends to present the facts in a detailed and systematic manner [11]. So as to provide a clear picture related to the effect of using the New Siransija application on ASN productivity within the Investment, ESDM and Transmigration Offices of Gorontalo Province.

## **RESEARCH RESULT**

### **Overview of Research Results**

The Gorontalo Province Investment, ESDM and Transmigration Service was formed based on Governor Regulation Number 74 of 2017 concerning Amendments to Governor Regulation Number 66 of 2016 concerning Position, Organizational Structure, Duties and Functions, and Working Procedures of the Investment, Energy, Mineral Resources and Transmigration Office of Gorontalo Province [9]. Duties and functions of the Gorontalo Provincial Investment, ESDM and Transmigration Services are:

1. Formulation of planning, implementing, regulating, facilitating, coordinating and establishing technical policies in the fields of Investment, Investment Control, Energy and Electricity, Mineral Resources, Manpower and Transmigration;
2. Creating a business climate, in accordance with applicable laws and regulations;
3. Investment Promotion as well as Licensing and Non Licensing both domestically and abroad in order to attract PMA/PMDN;
4. Control over the implementation of Investment activities, Investment Control, Energy and Electricity, Mineral Resources, Manpower and Transmigration;
5. Monitoring and evaluation of Programs in the fields of Investment, Investment Control, Energy and Electricity, Manpower Mineral Resources and Transmigration;
6. Development of personnel administration, financing and equipment within the Department of Investment, Energy, Mineral Resources, Manpower and Transmigration.

### **Vision and mission**

The vision and mission of the Gorontalo Province ESDM Investment and Transmigration Service are

Vision :

The Realization of the Gorontalo Society Superior, Advanced and Prosperous. Mission :

1. Realizing tourism and natural resources management that is environmentally sound and sustainable.
2. Ensure the availability of Regional Infrastructure.
3. Increased social welfare that is more equitable and just.
4. Improving the quality of Human Resources
5. The creation of good and more serving government.

#### **Organizational structure**

The Organizational Structure of the Gorontalo Province Investment, ESDM and Transmigration Service has the following:

1. Head of Service
2. Service Secretary
3. Field of Investment
4. Licensing field
5. Energy and Electricity Sector
6. Mineral Resources Sector
7. Transmigration and Manpower Sector
8. Service Technical Implementation Unit (UPTD)
9. Functional Groups

#### **Description of Research Results**

As with the discussion of the general description of the research location, this research was carried out on ASN at the Investment Service. ESDM and Transmigration of Gorontalo Province totaling 111 (one hundred and eleven) people. The data collected in this study is data obtained from a questionnaire using the New Siransija application (variable X) and employee work productivity (variable Y). Data collection was carried out from 1 to 30 September 2022.

#### **New Siransija Application Variables**

To obtain variable data for the *New Siransija Application* (variable X), 4 (four) indicators have been programmed in the New Siransija application which are used as guidelines for making research questionnaires for variable X, namely:

1. Employee Performance Targets (SKP),
2. Daily Activity Report (LAH),
3. Work Behavior and
4. absence.

Based on the four indicators of *New Siransija's* application, 12 (twelve) statements were prepared, in which the principles of comfort, safety, effectiveness and cost efficiency were also considered in compiling the statements. Furthermore, each indicator is represented in 3 (three) statements.

Responses from respondents to statements were made in 5 categories and given a score (number) 1 to 5, namely:

|                   |     |
|-------------------|-----|
| Strongly agree    | = 5 |
| Agree             | = 4 |
| Doubtful          | = 3 |
| Disagree          | = 2 |
| Strongly disagree | = 1 |

Before distributing it to respondents, in order to fulfill the initial requirements regarding the validity of the measurement instrument for using the *New Siransija*

Application, a supervisor was first consulted to conduct a *judgment on validity* (validity by experts).

### **ASN Employee Productivity Variable Description**

To obtain ASN Employee Productivity variable data (variable Y) 4 (four) indicators were used as previously discussed in the theoretical basis to be used as a guide for making research questionnaires for variable Y, namely:

1. Constructive,
2. Responsible,
3. Insightful and
4. Innovative.

Based on the four ASN Employee Productivity indicators a statement of 12 (twelve) statements is prepared where each indicator is represented in 3 (three) statements.

Furthermore, responses from respondents to these statements were made into 5 categories and given a score (number) 1 to 5, namely:

|                   |     |
|-------------------|-----|
| Strongly agree    | = 5 |
| Agree             | = 4 |
| Doubtful          | = 3 |
| Disagree          | = 2 |
| Strongly disagree | = 1 |

Prior to distributing it to respondents, in order to fulfill the initial requirements regarding the validity of this instrument for measuring the ASN Employee Productivity *variable*, it was first consulted with the supervising lecturer to conduct *judgment validity* (validity by experts).

## **DISCUSSION**

### **Validity test**

Validity testing is carried out to determine whether a questionnaire is valid or not from each of these variables [3]. From the results of validity testing, the questionnaire containing these 2 variables contained 24 questionnaire questions that had been filled out by 111 respondents in this study. One way to find out which questionnaires are valid and which are invalid, we have to find out the table first. The formula for r table is  $df = N-2$  so  $111-2 = 108$ , so r table = 0.1569 at a significance level of 0.05. From the results of the validity calculation in the table above, it can be seen that r count > r table, there are 24 questionnaire statements which are declared valid and all 24 questionnaire statements are declared valid because r count is more than r table.

### **Reliability Test**

This study had to do a reliability test to measure whether or not the questionnaire was consistent in the study used to measure the effect of whether variable X had on variable Y. Prior to carrying out reliability testing there had to be a basis for decision making, namely an alpha of 0.60. Variables that are considered reliable if the variable value is greater than > 0.60 if it is smaller then the variable under study cannot be said to be reliable because it is 0.60. From these results it can be concluded that all statements on this variable are declared reliable or can be trusted.

### **Correlation Test**

Correlation Test of Variable X with Variable Y1 The correlation test aims to find out how big the relationship between variable (X) and variable (Y) is or whether or not the relationship between these two variables is strong. The relationship between these

variables is measured by the coefficient value (r), if the value that can touch -1 means that the relationship is considered low and inverted but vice versa if the value that can touch the number 1 then the value is considered high or strong and positive relationship.

Furthermore, the calculated r value for the two variables X and Y is equal to 0.672. These results indicate that the relationship between the New Siransija Application variable (X) and the ASN Productivity variable (Y) is strongly related. Thus it can be concluded that the relationship between variables X and Y is significant at the 0.01 level.

### **Hypothesis testing**

#### 1. Coefficient of Determination (R<sup>2</sup>)

The determinant coefficient (R<sup>2</sup>) basically measures how far the model's ability to explain the variation of the dependent variable. The value of the coefficient of determination is between zero and one. A small value (R<sup>2</sup>) means that the ability of the independent variables to explain the dependent variable is very limited. A value close to one means that the independent variables provide almost all the information needed to predict the variation of the dependent variable. In general, the determinant coefficient for cross-sectional data is relatively low due to large variations between each observation, while for time series data (time series) usually has a high coefficient of determination. The test results for the coefficient of determination produce an R Square value of 0.452 and an Adjusted R Square of 0.447. Thus it can be concluded that 44.7% of the dependent variable can be explained by independent variables which means that the effect of using the New Siransija Application (X) on ASN Employee Productivity is 44.7%. While the remaining 55.3% is explained by other variables outside of this study.

#### 2. Simultaneous Significance Test (F Test)

The F statistic test or model test / ANOVA test basically shows whether all the independent or independent variables included in the model have a joint effect on the dependent or dependent variable. Simultaneous testing was carried out in this study using the F-Test to determine the effect variable New Siransija Application to ASN Productivity variable Based on the table above it can be seen that the calculated F value is 89.903 with a significance probability of 0.000 which means <0.05. Based on the results of this test, it can be concluded that the New Siransija Application as an independent variable has an effect on ASN Productivity as the dependent variable

#### 3. Individual Parameter Significance Test (T Test)

Based on the test results it can be explained that Hypothesis Testing 1 (H1) Based on the t test obtained a tcount of 9.482 with a significance value of 0.000 > 0.05. This shows that the New Siransija application has a significant effect on ASN productivity. So it can be concluded that the null hypothesis (H0) is rejected and the H1 hypothesis is accepted.

Based on the results of research data processing as discussed earlier, it is concluded that the use of the New Siransija application has a significant effect on the productivity of the State Civil Apparatus (ASN) of the Investment Service. EMR and Transmigration of Gorontalo Province. This is in line with the results of the study

## **CONCLUSION**

1. There is a significant influence between the use of the New Siransija Application on ASN Productivity at the Investment Service . EMR and Transmigration of Gorontalo Province with an R<sup>2</sup> (R Square) coefficient of 0.452 and an Adjusted R Square of

- 0.447. Thus it can be concluded that 44.7% of the dependent variable can be explained by independent variables which means that the effect of using the New Siransija Application (X) on ASN Employee Productivity is 44.7%. While the remaining 55.3% is explained by other variables outside of this study
2. Based on the results of testing the data, it can be concluded that the New Siransija Application as an independent variable affects the productivity of ASN at the Investment Service. EMR and Transmigration of Gorontalo Province as the dependent variable with a calculated F value of 89.903 which is significant at the 0.000 level  $<0.05$ .
  3. Testing the hypothesis, it can be concluded that the New Siransija application has a significant effect on ASN productivity. So it can be concluded that the null hypothesis (H0) is rejected and the H1 hypothesis is accepted.

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